

Report Title: Quarterly Complaints / Compliments Overview – 2019/20 Quarter 1

We hope that the services you receive from us are of the quality you would expect. However, we realise there will be times when you may want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.

Your complaints, comments and compliments are important to us as they help us improve our services – this short report details the nature of the complaints and compliments we have received and the actions we are taking as a result of them.

1. Overview

During the first quarter of the 2019/2020 year we have logged 37 complaints and 25 compliments, which compares with 31 complaints and 87 compliments in the fourth quarter of the 2018/2019 year.

	Q1	Q2	Q3	Q4	YTD
Complaints	37	0	0	0	37
Compliments	25	0	0	0	25

As of the 30th June, of the 37 complaints raised 12 had been closed (with 10 closed having had their complaint upheld and 2 not upheld), the remainder were still ongoing at various stages of the process.

Of the 37 complaints received in the first quarter:

100% of the complaints received were issued with a written confirmation of their complaint within the three-day target.

86% of the complaints received were issued with a formal response to their complaint within the ten-day target.

2. Key Themes

	Staff Attitude	State of Property	Customer Service	Policy	Totals
Complaints	2	0	33	2	37
Compliments	18	0	7	0	25

3. Learning Outcomes

Learning outcomes recorded in the last quarter include:

- ensuring that a consultation takes place on a revised cleaning standard
- passing the management of the grounds maintenance contract to the Placeshaping Team so that all estate matters are dealt with in a joined up way
- working to allow leaseholders access to the customer portal
- preparing a letter to be issued to all leaseholders confirming methods of contact and work towards accessing the portal
- preparing a briefing to be provided to our First Contact Centre regarding Leaseholders, to ensure that everyone has sufficient knowledge of the subject.
- a revision of all existing leaseholder material
- reminding front line staff that all customer contact, even refusals of service, should be logged on Open Housing so that we have a complete history of action
- ensuring that emergency/temporary moves should be initiated with a face to face meeting with a Lettings Advisor and the surveyor/Technical Officer recommending the move, at the current property, to complete an initial plan
- an 'Emergency/temporary move' checklist to be produced
- ensuring that customers moving into temporary homes will have the keys will be handed over to them at the site, so that the Lettings Advisor can check for any issues in the moment.

4. Our Complaints Process

Details of our Complaints process can be found within our leaflet called Compliments, Comments and Complaints which you can get a copy of from our office at Juniper House in King's Lynn or from our website at www.freebridge.org.uk/complaint.html