

**Report Title: Quarterly Complaints / Compliments Overview – 2019/20 Quarter 4**

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 fourth quarter of the 2019/2020 year we have logged 19 complaints and 49 compliments, which compares with 38 complaints and 24 compliments in the second quarter of the 2018/2019 year.

	Q1	Q2	Q3	Q4	YTD
<b>Complaints</b>	37	33	33	19	122
<b>Compliments</b>	26	22	23	50	121

As of the 31<sup>st</sup> March, of the 19 complaints raised 13 had been closed (with 12 closed having had their complaint upheld and 1 not upheld), the remainder were still ongoing at various stages of the process.

Of the 19 complaints received in the third quarter:

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

42% 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
<b>Complaints</b>	01	05	13	00	19
<b>Compliments</b>	34	00	15	00	49

### 3. Learning Outcomes

Learning outcomes recorded in the last quarter include:

- Customer service coaching should take place with employees to help them communicate with tenants in a less abrupt manner. All staff should be calm and polite whenever talking to customers. All appointments should be confirmed with tenants to ensure they are convenient.
- All post must be franked and checked before posting to ensure they arrive. Advisors should check that tickets are sent when raising and rescheduling works to ensure all parties are aware of upcoming appointments. Customer facing staff must remain professional, calm and polite at all times when serving customers.
- Accurate measurements must be taken when ordering any replacements. Operatives should ensure that anything ordered meets the requirements of the tenant.
- All responsive work should be completed within 28 days. If this is not possible then the top up contractor should be utilised and the tenant should be informed in good time.
- All requests for contact should be answered within three working days. Repairs should be completed to the correct standard and post inspections/site visits should be completed to ensure these standards are being met.
- All responsive works should be completed correctly, and damages caused following or during works should be acted on urgently.
- During development, suitable suppliers should be identified so that any repairs or replacements can be obtained without complication.
- Any property that is causing a genuine health and safety concern should be attended to urgently to ensure the safety of our tenants.
- Recommendations from contractors or surveys should be considered promptly to reduce the delays for tenants while awaiting follow on work and to reduce the chance of a further survey being required. If works are not to be undertaken, this should be communicated to the tenant so that their expectations are correctly managed.
- All required works should be completed prior to a tenancy beginning. If this is not possible, it should be communicated to the tenant so that they are aware of the situation before they move in. All requests for contact should be answered within three working days. Any problems that present a health and hygiene risk should be treated as urgent.
- All works should be completed to the correct standard, spot checks/site visits should be completed by team leaders to ensure works are done correctly. All appointments should be attended to without fail. Any changes to appointments must be communicated to the tenant promptly.
- All employees leave should be considered in advance and any appointments covered to avoid dissatisfaction. All appointments should be attended, if responsive are unable to achieve this then works should be passed to the top up contractor to avoid further disappointment.

#### **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](http://www.freebridge.org.uk/complaint.html)

**Please note:** The figures in this report relating to previous quarters may differ to those in the original quarter reports because complaints logged are sometimes withdrawn during the complaints process.