

**Report Title: Quarterly Complaints / Compliments Overview – 2020/21 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 2020/2021 year we have logged 14 early stage resolutions, 5 complaints and 29 compliments, which compares with 37 complaints and 25 compliments in the second quarter of the 2019/2020 year.

	Q1	Q2	Q3	Q4	YTD
<b>Complaints</b>	5				5
<b>Early Stage Resolutions</b>	14				14
<b>Compliments</b>	29				29

As of the 30<sup>th</sup> June, of the 5 complaints raised 4 had been closed (with 3 closed having had their complaint upheld and 2 not upheld), the remainder is still ongoing at various stages of the process.

Of the 14 early stage resolutions received in the first quarter:

- 86% of the early stage resolutions were issued with a response within the three-day target, and
- two early stage resolutions were escalated to stage 1 complaints.

Of the 5 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, and
- 80% 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>	0	1	4	0	5
<b>Early Stage Resolutions</b>	1	4	6	3	14
<b>Compliments</b>	11	0	18	0	29

## 3. Learning Outcomes

Learning outcomes recorded in the last quarter include:

All works agreed while the property is empty should be completed prior to the start of the next tenancy. Works discussed and agreed during viewings should also be completed, or a timeframe for the work to be completed after the incoming tenancy has begun should be agreed to correctly manage our tenant's expectations.

A breakdown of internal communication led to rent being collected for several weeks after the tenancy had ended. Advisors must take ownership of the responsibility to ensure all essential information is delivered to the relevant teams.

Quotes were received but not actioned in good time, causing delays. All quotes should be reviewed and actioned promptly to limit the time taken for works to be completed. Any delays should be communicated to the tenant.

Heater upgrades were completed shortly after the tenancy began (after the tenant's new flooring had been laid). These works should be completed during the empty stages, or tenants should be advised that they are due to be completed and a timeframe given so that they can make the decision on whether to fit flooring etc.

Defect works raised to contractors should be monitored to ensure that they are being completed within an agreeable timeframe.

Follow on works should be raised in good time. If damage has been caused due to delays in completing repairs, it should be reported back to the relevant Team Leader to consider. Tenant's expectations should be correctly managed with prompt, clear communication.

**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.

Contract management should be adjusted to cover spare parts and to include more intensive liaison regarding the condition of lifts. An inspection regime should be implemented and further work to install anti-vandal panels and “secure by design” parts should be considered. The Head of Asset Management will manage the contract closely.

Ensure all customer facing staff use Mary Gober when dealing with potentially difficult situations. Placeshaping operatives are to use the EIN reports when raising concerns.

All urgent and emergency jobs must be emailed to Property Services Admin once they are raised on the system to ensure they are picked up and attended within the 4/24hr period. By not following this procedure, the tenant was left without a fully functioning toilet for 5 days.

Advisors must ensure that any relevant information is passed to the correct Team Leaders as promptly as possible so that delays are minimised as much as possible. In this case, considering the pandemic, temporary measures could and should have been taken within 24 hours.

#### **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)

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