

Report Title: Quarterly Complaints / Compliments Overview – 2019/20 Quarter 3

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 third quarter of the 2019/2020 year we have logged 34 complaints and 18 compliments, which compares with 40 complaints and 45 compliments in the second quarter of the 2018/2019 year.

	Q1	Q2	Q3	Q4	YTD
Complaints	37	35	34	00	106
Compliments	25	22	19	00	066

As of the 31st December, of the 34 complaints raised 25 had been closed (with 19 closed having had their complaint upheld and 6 not upheld), the remainder were still ongoing at various stages of the process.

Of the 34 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.

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
Complaints	05	03	25	04	34*
Compliments	10	00	09	00	19

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* Three complaints were logged under two categories.

3. Learning Outcomes

Learning outcomes recorded in the last quarter include:

<p>All documents should be checked thoroughly on receipt to ensure there are no inaccuracies that may cause delays in the future.</p>
<p>All early stage resolutions should be answered within three working days. Communication should be with the tenant directly and then notification should be sent to FCC that the early stage resolution has been answered. All responsive works must be completed within 28 days. All appointments must be attended unless there are mitigating circumstances. In these instances the tenant must be contacted and a new appointment raised in good time.</p>
<p>All appointments must be attended unless there are mitigating circumstances. In these instances the tenant must be contacted and a new appointment raised in good time. Resources must be available to cover sickness and emergencies without affecting other tenants. Stage codes must be utilised fully and updated with all relevant information. Rescheduled appointments should not be rescheduled again as this will further frustrate the tenant.</p>
<p>All works from appointments should be raised in good time, preventing unneeded delays and frustration. Damp surveys should be reviewed and recommended works raised to prevent further damage to the property and distress to the tenants.</p>
<p>Resources need to be managed correctly and training should be given to operatives so that more than one member of the team are able to complete tasks such as digging/excavating. Priority should be given to vulnerable tenants.</p>
<p>All appointments must be attended unless there are mitigating circumstances. In these instances the tenant must be contacted and a new appointment raised in good time. Resources must be available to cover sickness and emergencies without affecting other tenants. Stage codes must be utilised fully and updated with all relevant information.</p>
<p>Tenants should be advised on the use of dehumidifiers when left in a property, including how long to run them per day. This will prevent inflated costs and compensation. Appointments due to be missed for long term illness must be cancelled in good time and an alternative appointment made. Repairs must be completed fully, if a repair fails it should be flagged to the team leader to resolve as a priority.</p>
<p>Employee holidays should not be approved if works are scheduled and cannot be covered, it is not a valid excuse for missing appointments. All leave should be scheduled well in advance to avoid these situations occurring in the future. Work should be allocated the correct amount of time.</p>
<p>All works from appointments should be raised, missing numerous emails regarding the same issues is not acceptable. All responsive works should be completed within 28 days</p>
<p>Development must keep records of all systems installed in properties and must be fully aware of what is and isn't covered within a lease. Enquiries must be answered in good time and answered fully to avoid additional frustration.</p>

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.

All repairs that are on works tickets should be completed. Follow on works need to be reported back so that they can be raised in good time. All early stage resolutions should be answered within three working days without fail to prevent issues escalating.
All checks and tests should be completed to the correct standard prior to tenancies beginning. Any tenant vulnerabilities should be flagged during sign up so that any additional health and safety measures can be taken.
All early stage resolutions should be answered within three working days. Communication should be with the tenant directly and then notification should be sent to FCC that the early stage resolution has been answered. All responsive works must be completed within 28 days. If work is moved to planned it must be communicated to the tenant to correctly manage their expectations.
All responsive works must be completed within 28 working days. Any delays must be communicated to the tenant to correctly manage their expectations.
Pictures of any damage caused during repairs should be taken and reported back to the relevant team leader to raise. These works should be raised promptly to minimise frustration to the tenant.
All enquiries should be answered within a maximum of three working days. Responses should be sent directly to the customer and copied in to the FCC Enquiries Mailbox. If a response contains sensitive or confidential information then a confirmation of response can be sent to the FCC Enquiries Mailbox instead.
Leave should not be granted if appointments are scheduled and cannot be covered. It is not acceptable for customers to be inconvenienced for employee holidays. All follow on work should be passed to the team leader promptly to lessen delays and ensure works are raised as quickly as possible.
All tenants should be treated individually and their circumstances should be considered when making decisions.
All appointments must be attended unless there are mitigating circumstances. In these instances the tenant must be contacted and a new appointment raised in good time. There are no excuses for unattended appointments with no customer contact.
All decommissions and follow on works must be reported back to Freebridge to ensure they are raised in good time.
All operatives must be set up with the correct diary on the system so that appointments are monitored and, in the event of absence or illness, appointments can be rescheduled.
Contact details for contractors need to be updated immediately whenever there is a change to prevent reports being lost. Once reports are received they must be actioned promptly.

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

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