

Annual Complaints Review 2017/18

This review provides a summary of our annual performance 2017/18 and outlines the actions we have taken to further improve the complaints process for customers.

How are we doing?

While we have had an increase in complaints from 2016/17 to 2017/18, your continuous feedback has allowed us to reduce our time to resolve these by 2.5%. Here's our performance at a glance:

Complaints received:

2016/17 - **950**

2017/18 - **974**



Average time to resolve:

27 days

A new process

In April 2018, we introduced a new complaints policy and process. We wanted to provide a simple and straightforward complaints service that was easy to access. We introduced a team of dedicated Complaints Specialists who are accountable for ensuring we listen, learn and respond appropriately to you. The team will acknowledge complaints within 48 hours, and provide a full response within 10 working days. In addition, they will ensure that any identified service improvements are recorded and that recommendations are made.

Shaping our Services

Your feedback is invaluable in shaping the services that we deliver, and based on this we have made a number of changes.

Using your feedback, we have...

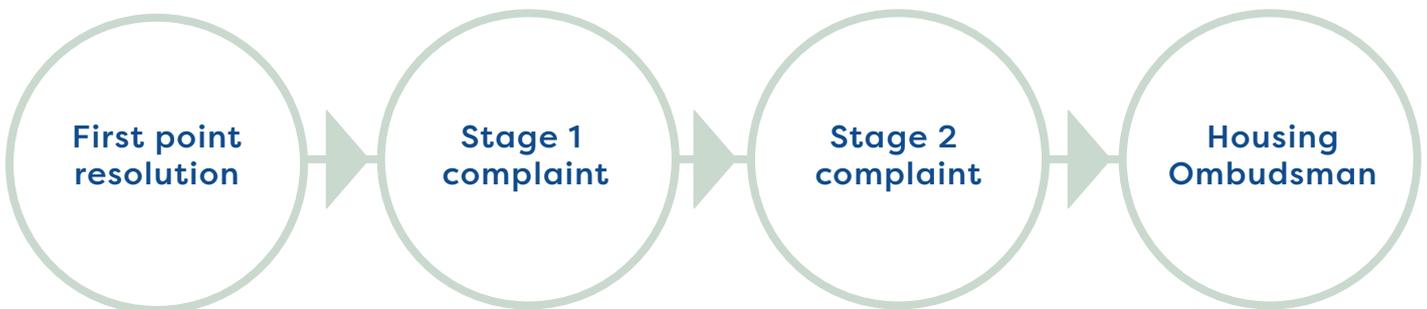
- Introduced a new Customer Complaints policy, rolling out a new approach to investigating and resolving customer complaints in April 2018..
- Empowered our Customer Service Specialists to deal with more of your queries when you first contact us. We have introduced a high quality training programme, meaning our team can do more for you straight way so that you won't need to contact us again about the same issue.
- Introduced a team of dedicated Complaints Specialists, who have taken ownership of more complex complaints who will see them through to a point of full resolution.
- Provided updates at regular intervals, should your complaint take longer than expected to resolve.
- Provided a full and thorough response using your preferred channel of communication (email, telephone, SMS, letter, etc.).

Customer feedback: How it works...

WHY YOUR FEEDBACK IS IMPORTANT TO US

If we've done something well, let us know! If we haven't done something in the way you would expect, tell us about it and we will put it right.

Route to resolution:



Timescale:

24 hours

10 working days

10 working days

If something isn't right, let us know. We'll aim to deal with your query as soon as you tell us.

We'll tell you what we're going to do and when we're going to do it.

If we can't deal with something straight away (or if the issue needs more time to investigate and put right) your complaint will be passed to one of our Complaints Specialists. They'll be responsible for finding a resolution.

If you feel we haven't resolved your complaint properly, let us know.

We will then review your complaint and let you know if we need to do anything differently.

If you are still not satisfied with what we have done, you may choose to contact the [Housing Ombudsman](#).

They may then decide to investigate your issue and we will work with them to resolve things for you.

WHAT IS A COMPLAINT?



- We've failed to follow our policies or procedures
- We've done something that we should not have done
- We've failed to deliver a service in line with our agreed standards

WHAT ISN'T A COMPLAINT?



- An initial request for a service, such as a first report of a repair
- A request for information or an explanation of policy or practise
- An appeal against an action resulting in court proceedings or matters subject to ongoing court proceedings
- Matters we consider to be legal action

HANDLING COMPLAINTS

If we can't put things right straight away, our team of Complaints Specialists will investigate your complaint, keep you updated and let you know how we're going to put things right.



YOU CAN GET IN TOUCH WITH US BY:

- Logging into your MyOnward account and sending us a message
- Sending us an email: customerservices@onward.co.uk
- Calling us on 0300 555 0600