

ANNUAL COMPLAINTS REVIEW 2018/19

We welcome comments, compliments and complaints as they help us to understand what matters most to our customers. We specifically use the insight generated from complaints to identify and shape improvements to our services.

This review provides a summary of the complaints that were raised and dealt with under our complaints procedure in 2018/19 and summarises some of the work that we have done as a result of feedback from our customers.

How are we doing?

We received 1,242 complaints between April 2018 and March 2019, an increase of 27.5% compared with 2017/18. Although we saw an increase in the number of complaints received, we reduced the time taken to close complaints by 12 days, taking an average of 15 days to resolve complaints. Here's our performance at a glance:

Complaints performance	2017/18	2018/19	Target
Complaints received	974	1,242	
Average time to close	27	15	10
Complaints closed within target	41.6%	59.1%	80.0%
Complaints upheld / partially upheld	71.9%	73.4%	
Compliments received	518	446	

Shaping our services

Your feedback is invaluable in shaping the services that we deliver. Based on the feedback we received last year we have made a number of changes:

Three quarters of customer complaints related to responsive and gas repairs:

- We know that a quality, reliable repairs service matters most to our customers. We have changed our responsive repairs and gas servicing contracts so we can deliver the service in a way that is convenient and keeps your home in an excellent condition
- We will contact you to confirm appointments and our contractors will contact you to let you know when they are on their way
- We have invested in your homes, spending £9.8m on windows, kitchens, bathrooms, heating and more
- We have published more information about our repairs service on our website, making it easier for you to know what to expect from us when we carry out a repair

We know that repairs remain a concern to you and it will take time for us to embed the new service. We appreciate your patience and ask you to bear with us as we make these changes.

Communicating with us and being kept informed matters to you:

- We have implemented a complaints forum to enable customers to independently review complaint handling, ensure that we're effectively responding to complaints and identify opportunities for improving the customer experience
- We share complaints data with our Regional Scrutiny Boards so they can understand how we are performing and can hold us to account
- Our dedicated Complaints Team are here to manage complex cases through to a full resolution and share learning with colleagues so that we put things right for our customers
- We held a complaints focus group with customers who told us that we didn't make it clear enough for customers about how to make a complaint, so we have provided a clearer process on our website.

This year we will:

- Make customer feedback more visible to our colleagues, our contractors and our customers
- Produce quarterly complaints reports to tell you how we're performing and what we're doing to improve our services
- Review our internal processes to ensure that investigations into customer complaints are efficient, fair and consistent
- Review our complaints procedures to ensure that we improve our response times and resolve issues more quickly for our customers

Complaints information on our website can be found [here](#)

