

# COMPLAINTS

We value all feedback about services we deliver to customers and understand that at times we do not always get things right.

We want to hear from you if you do not feel you have received the level of service you expect from us, so that we can learn and make improvements to our services.

SERVICE AREA	COMPLAINTS RECEIVED
Housing Repairs	70
Housing and Income	28
Housing Operations	19
Housing Services and Strategy	2
<b>TOTAL</b>	<b>119</b>

The numbers of complaints received includes contact that has been logged as a formal complaint and not where contact is classified as a service request.



**34** complaints not resolved under Stage One of the Complaints Process and investigated under Stage Two.

**11** complaints investigated under Stage Two were upheld and **4** partially upheld.

**A TOTAL OF 33 COMPLAINTS WERE UPHELD**



Every complaint received is reviewed to identify any learning to be undertaken to improve services.

The main reason for complaints received in 2020/21 was that customers did not feel they had received the level of communication expected in relation to service delivery. Whilst we endeavour to ensure that processes and procedures cover every eventuality, we continually review and update these as issues arise. We also provide employees with further training to prevent similar issues arising again.

**YOU SAID**



*“I have been on the Council waiting list for a long time waiting for rehousing.”*

**WE DID:** We acknowledge that some people wait far too long for our general needs accommodation, so we have begun a programme to change some of our properties designated at Independent Living to general needs. This will mean there are more properties available for those waiting for accommodation.



## Compliments and Comments

We also like to hear from you when we get things right, or go beyond your expectations. If you would like to compliment us for a job well done, or have suggestions about how we can improve, please let us know. Here are just a few compliments we have received.

*“Without the Income Collection Officer’s help, understanding, compassion and consideration I hate to think how matters would have evolved, I can’t praise them highly enough.”*

*“I just want to say a big thank you for everything you have done for me. I am in my new home and it’s looking amazing. I’m over the moon, can’t stop smiling, thanks again.”*

*“I just want to take a moment to applaud your team, the Repairs Operatives were a dream team, polite and charming.”*

*“The Independent Living Cleaner delivers a fantastic service and is so efficient, hardworking and takes real pride in their work.”*

*“I just want to take the time to say how truly grateful me and my family are for your help and support, during what has been a really stressful time. You are an amazing officer and a true credit to your organisation.”*

### YOU SAID

*“Can the Council provide top soil and plants at our Independent Living Scheme?”*



**WE DID:** We have introduced a Community Fund so that tenants can bid for funding to improve their schemes and neighbourhoods.

### YOU SAID

*“I did not know how long my Right to Buy application would take and thought it took too long.”*



**WE DID:** We follow timescales set out by Government and Right to Buy applications can take many months to process. We have reviewed our procedures to ensure they are as efficient as possible and that tenants are aware of the timescales from the outset.

