

Complaints Performance

October to December 2016

 **24** complaints at frontline

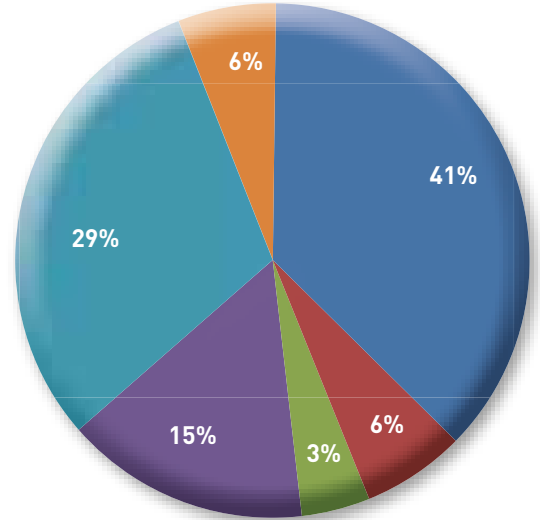
 **6** Stage 2 escalated complaints.

 **65.7%** of the complaints received were upheld or partially upheld.

We use the feedback you provide us through any complaints to look for ways to improve our service.

Nature of complaints received
Oct-Dec 2016

- Contractor
- Delays in responding
- Dissatisfaction with Policy
- Failure to provide a service
- Our standard of service
- Confidential



Service Improvement

A tenant complained that the contractor attended without the part required to complete the repair to the shower. The part required was a shower switch and although these can normally be repaired our contractor will now keep a stock of them in order to ensure showers can be reinstated as quickly as possible because we understand that not having a working shower is an inconvenience to our tenants.

THANK YOU FOR YOUR FEEDBACK!

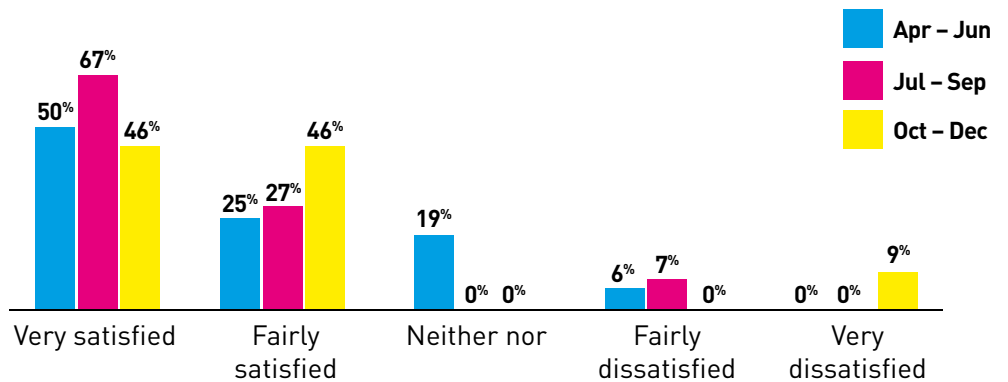
In our last newsletter, we shared with you our decision to instruct a company Research Resource to carry out Telephone surveys. It was agreed that on top of the service specific surveys we currently carry out on, repairs and close cleaning, we wanted to gain more in depth insight into your journey as a new tenant or as a new applicant.

Thank you to everyone who took the time to answer the survey questions, your feedback is really appreciated and we will use this to improve our services.

We want to make sure that the standard of your home when you move in meets your expectations.

Our Service Improvement Group (SIG) completed their review of the "moving in" process in August 2016 and we are delighted to see that satisfaction levels are improving.

Q5: Thinking about when you moved in, how satisfied, or dissatisfied were you overall with the standard of your home?



The standard is much better than the last flat they offered us. It was just what we were looking for.

Really clean and up to standard for me and my new-born baby. It's a positive beginning.

I like everything. I'm very happy with my flat.

Find out how you can become involved in improving services by emailing laura.strang@glenoaks.org.uk