



# Complaints Lessons Learnt 2022\_23

## Residents raised...

1. We need to improve our communication
  
2. Our repairs service is poor
  - We do not fix your repair first time
  - We do not return your call
  - We do not keep you updated
  
3. Customer service from staff is poor

## We have changed....

- 1a.** All complainants now receive a follow up phone call or an email from the complaint handler.
- 1b.** The complaint handler keeps the resident updated throughout the process
- 1c.** Call handling now scrutinised at Senior Management meetings (SMT)
- 1d.** New website launched May 2022
  
- 2a.** Case management review fortnightly at SMT meetings
- 2b.** New gas contract includes direct customer call handling from June 2022
- 2c.** New long term D2D repair contract from Q3 2022/23 and includes direct call handling and improved KPI reporting
  
- 3a.** Reviewing staff training to ensure its effectiveness
- 3b.** Introduced an improved KPI dashboard and analysis