

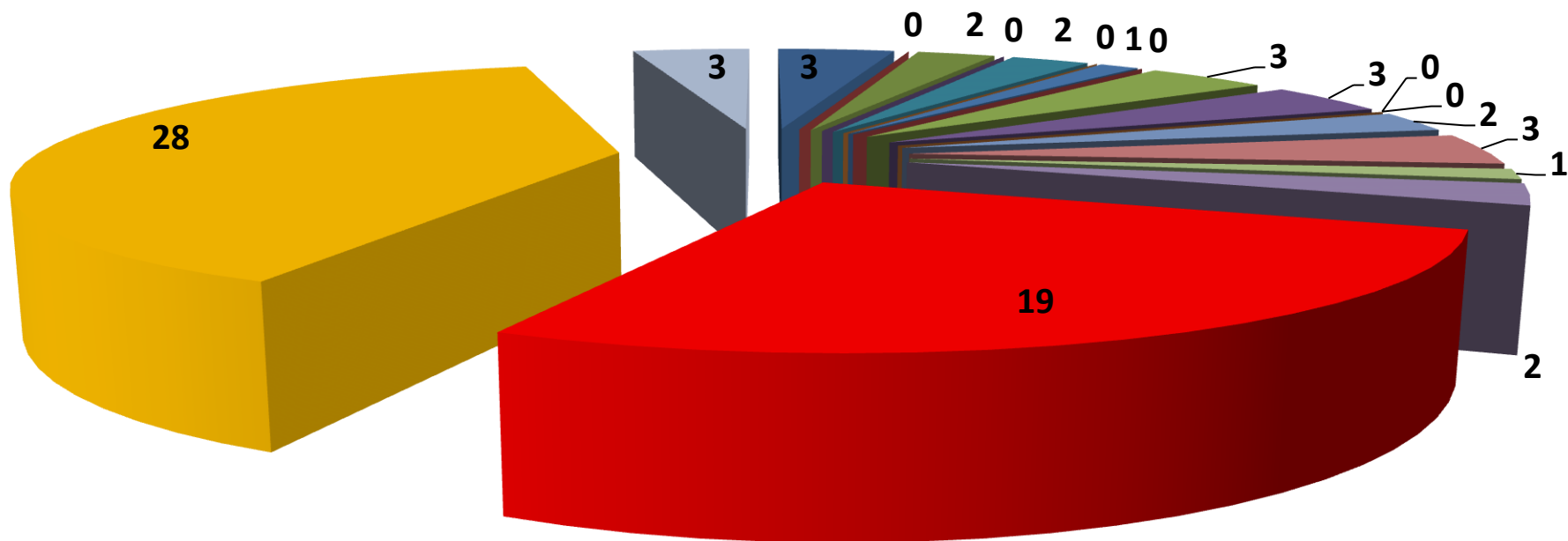
Complaints Performance and Learning Log

Performance management and review plays an important role in the continuous improvement of the Trusts key service delivery commitments.

Identifying, measuring and reviewing Key Performance Indicators supports Trust staff in evaluating the success of our Service Delivery.

Collecting and reviewing data from our Complaints process allows the Trust to better understand where service delivery has failed or not reached the high standards that our tenants would normally expect.

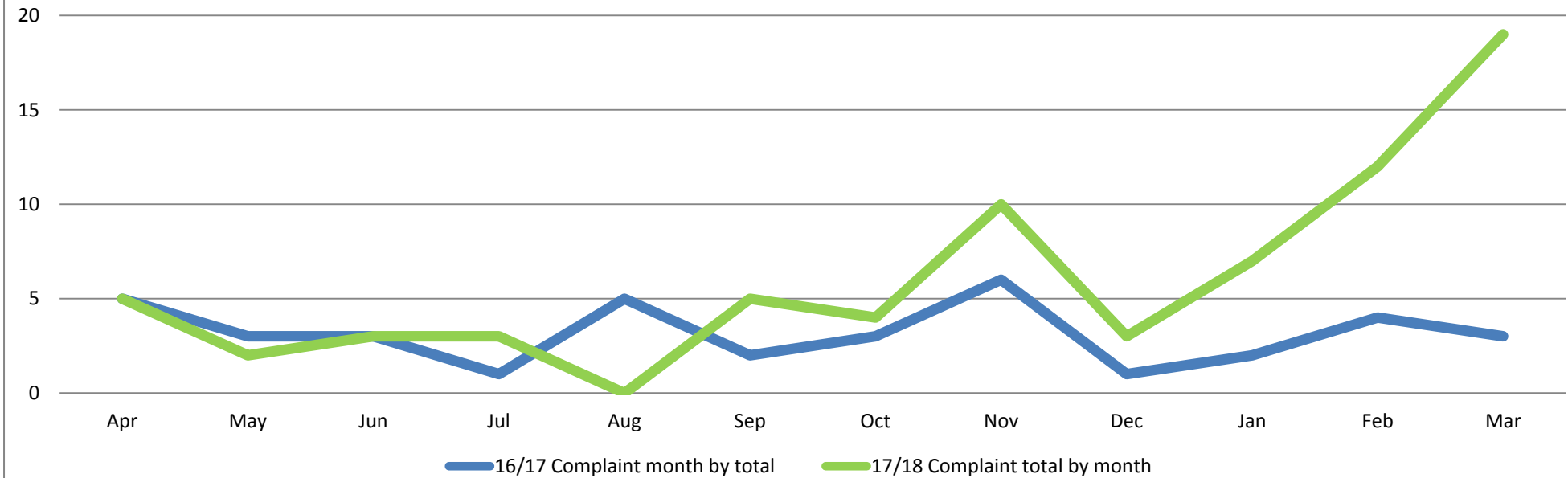
Complaint received by department 2017/18 - Total 73



- | | | | |
|--------------------------|-----------------------|------------------------------|------------------------|
| ■ Allocations & Lettings | ■ Appointments | ■ ASB Management | ■ Business Imp |
| ■ Contact Centre | ■ Contractor | ■ Development | ■ Estate Services |
| ■ Garage Team | ■ Home Ownership | ■ Independent Living Service | ■ Investment Programme |
| ■ Voids | ■ Planned Maintenance | ■ RLO | ■ Income |
| ■ Responsive Repairs | ■ Statutory Services | ■ Tenancy Management | |

Complaint numbers - by month

Year on Year Comparison
2016/17 v 2017/18



The number of complaints received this year (73) was nearly double last years total of 38 and can in part be attributed to a combination of encouraging more complaints from dissatisfied customers as well as the inclement weather experienced in February and March 2018 which led to 38 complaints being logged between 1st January and the 31st March 2018.

Overall satisfaction with Complaint handling rose from 37.5% in 16/17 to 81.82% and

Satisfaction with Outcome of Complaint increased from 12.5% to 72.73%.

Learning from complaints

Once a complaint has been investigated the Line Manager will complete a Learning Log which supports service delivery improvement such as:

- Updates to internal processes
- Training for staff
- Discussing service delivery expectations with Contractors.

Formal complaints split by core theme 2017/18 - 73

■ Clarity of Communication ■ Ease of contact ■ Staff Attitude ■ Doing what we promised

