

# Using Complaints to Drive Improvements

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# **Number of Complaints**

	Number of Complaints Received	% Completed on Time				
01/03/2014 - 28/02/2015	116	61%				

	Number of Complaints Received	% Completed on Time
01/03/2016 - 28/02/2017	633	85%

# Complaints Review Group



### Improvement Process



### Learning Outcome Reports

Ref No	Department	Name	Address	Details of Complaint	Outcome	Reason	Learning Outcome and Action Required	Target Completion Date for Identified Action	Actual Completion Date for Identified Action	Person Responsible for Action
	Housing									
201 11	6/ Housing	J Bloggs	1 High Street, Anytown	Unhappy with way ASB noise complaints dealt with in the past which has made him move to private landlord. Does not feel we did enough	Partially Upheld	We dealt with incidents of ASB reported to us, however, our records keeping needs to be improved and ASB procedure followed closely				

Electric meter bypass should

have been noticed at void

Visited property numerous

stage and fixed before

property was made FTL

### Damp issues which we are times and still believe condensation caused by advising is condensation due to lifestyle. Offered advice lifestyle. Complaint is also 2016/ 3 High Street, Partially regarding conflicting Housing remedies to help. Tenant Anvtown Upheld information provided by HMO refused some of these. We and Energy Efficiency Officer on accept advice given by HMO and Energy Efficiency Officer how to resolve the issue is conflicting.

Upheld

Issues with former property. Felt it was unsafe as meter

bypass was not picked up at

void

2 High Street,

Anytown

Other

Maintenance

## **Learning Outcome Reports**

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### Housing

2016/ 11	Housing	J Bloggs	1 High Street, Anytown	Unhappy with way ASB noise complaints dealt with in the past which has made him move to private landlord. Does not feel we did enough	Partially Upheld	ASB reported to us, however, our records keeping needs to be improved and ASB procedure followed closely	I have spoken to the Housing Officer and agreed that I would carry out a refresher training on ASB procedure and reminder to all staff in relation to the importance of logging everything. Refresher training should wait until the review of the ASB procedures is complete.	Mar-17		M Mouse
2016/ 14	Maintenance		2 High Street, Anytown	Issues with former property. Felt it was unsafe as meter bypass was not picked up at void	Upheld	Electric meter bypass should have been noticed at void stage and fixed before property was made FTL	Void procedure to be amended with immediate effect advising staff to check the meter for tampering and note their findings on their PDA. This is a mandatory change to the current void safety check and must be carried out in all instances.	Apr-17		B Simpson
2016/ 15	Housing	ΔNOn	3 High Street, Anytown	Damp issues which we are advising is condensation due to lifestyle. Complaint is also regarding conflicting information provided by HMO and Energy Efficiency Officer on how to resolve the issue	Partially Upheld	remedies to help. Tenant	Development of a condensation procedure and protocol which Rosie & Jim have been working on. This was completed in December 16		Dec-16	D Duck

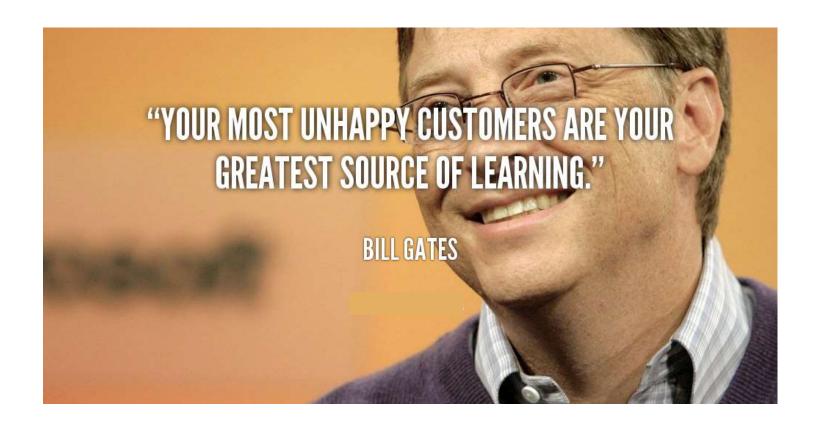




### In Summary.....

- Stay focused on complaints
- Ask teams to discuss their complaints
- Review learning outcomes identified
- Create Complaint Review Group
- Identify trends and patterns
- Make improvements

### And Remember.....



### **Contact Details**

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