

Complaints Summary

1st Jul-11 to 30th Sep-11 QTR 2



Please note; The previous complaints summary provided for the Board in Sep-11 covered the period from the 21st Jun-11 to the 31st Jul-11. This report covers the period from the 1st Jul-11 to the 30th Sep-11 (quarter 2). This will enable us to carry out a comparison across the group for the quarter. The next summary will be for the period from the 1st Oct-11 to 31st Dec-11 (quarter 3).

1. Summary of complaints received for quarter 2

A total of 22 stage 1 complaints have been received in the Qtr 2 (down from 31 for the same period last year)

The table below provides details of the stage 1 complaints received by service area;

Service area	% of complaints received
Cyclical & planned	9%
Reactive repair	64%
Anti-Social Behaviour / Nuisance	9%
Estate services	5%
Transfer & lettings	5%
Contact centre	5%
Staff behaviour	5%

The table below provides details of the stage 1 complaints received by type;

Complaint type	% of complaints received
Service delivery	73%
Work delays	18%
Work quality	9%

- The most common cause of complaint is against the overall service delivery accounting for just under three quarters of complaints received (16 received in total)
- Work delays (reactive repairs) contributed to 18% of the total complaints received (four received in total)
- All 22 complaints have been responded to of which 18 (82%) were upheld (including five which were partially upheld). Four complaints were not upheld

2. Summary of Stage 2 and 3 complaints

Summary of the complaints that have escalated to the higher stages;

Brief description of complaint	Outcome of complaint (whether it was upheld or not, and what actions were taken)
Stage 2 <ul style="list-style-type: none"> • Heating / hot water - keeps failing 	<ul style="list-style-type: none"> • Complaint upheld • Two missed appointments

Complaints Summary

1st Jul-11 to 30th Sep-11 QTR 2



<p>despite repairs</p> <ul style="list-style-type: none"> Escalated to stage 2 on the basis that the actions agreed at stage 1 were not completed due to missed appointments 	<ul style="list-style-type: none"> Repairs agreed at stage 1 have now been completed but were ineffective in resolving the problem Complaint escalated to stage 3 (escalation request received in Aug-11 – the hearing was held in Oct-11 and the complaints was upheld)
<p>Stage 2</p> <ul style="list-style-type: none"> Complaint relates to communal cleaning, garden maintenance and the security door, specifically that the door is a health and safety risk Escalated to stage 2 on the basis that the actions agreed at stage 1 were not completed in full within the agreed timescale 	<ul style="list-style-type: none"> Upheld at Stage 2 The majority of the actions have been completed however a risk assessment of the security door is still to be completed The Customer Services Manager is in regular contact with the complainant and has held a meeting with all residents to discuss the issues relating to the complaint and any general concerns regarding the services provided to the block
<p>Stage 2</p> <ul style="list-style-type: none"> Complaint relates to the service provided following a lift trapping Escalated to stage 2 on the basis that there was incorrect information included within the stage 1 response 	<ul style="list-style-type: none"> Upheld at stage 2 Complaint was re-investigated and a full response to all of the issue provided No request to escalate has been received and the complaint is now closed
<p>Stage 3</p> <ul style="list-style-type: none"> Formal complaint against the way a re-housing case has been handled by the Customer Services Manager Escalated to stage 3 on the basis the complainants advocate remained dissatisfied with our response at stage 2 and requested compensation is paid for undue stress and inconvenience 	<ul style="list-style-type: none"> Complaint not upheld at stages 1 and 2 Provisional Hearing date of the 16th Nov-11
<p>Stage 2</p> <ul style="list-style-type: none"> Complaint relates to the delay in completing various repairs Escalated to stage 2 as some repairs remained outstanding 	<ul style="list-style-type: none"> All repairs have been completed Additional works were completed as a gesture of goodwill Complainant withdrew the stage 3 complaint Compliment received: the complainants confidence in Old Ford has been restored Closed at stage 2

Complaints Summary

1st Jul-11 to 30th Sep-11 QTR 2



<p>Stage 3</p> <ul style="list-style-type: none"> Claim of a poor annual gas service which lead to a CO leak and a request for Old Ford to reconsider compensation offered to complainant Escalated to stage 3 on the basis the complainant remains dissatisfied with our decision not to increase the level of compensation offered Complainant maintains we have provided incorrect information within our responses to the complaint 	<ul style="list-style-type: none"> Not upheld at Stage 3 No further compensation offered The complainant has now contacted the Housing Ombudsman who has agreed to investigate the complaint
--	---

3. Summary of any Housing Ombudsman Service (HOS) complaints

- One HOS complaint was receive in during the period relating to dissatisfaction with decision not to replace windows within the complainant's home. The investigation has now been completed and a verdict of **no maladministration** returned.

4. Lessons learnt from complaints:

Lessons learned have been identified by the lead handler from all upheld complaints. Lessons are also identified from customer feedback captured from the Complaints Customer Satisfaction Survey.

Service Improvement identified	How this has been/ will be implemented
Break ins at void properties requires action to be taken	OFHA agreed to look into securing the voids to avoid future break-ins
Delay in raising works order (Surveyor failed to file report)	Surveyors report turnaround time to be monitored and fully embedded
Poor communication and lack of notes on system = poor customer service	CSA team restructure - improvements being embedded
No first time fix - lack of communication between repairs appointments	First time fix action plan in place - improvements in KPI reported
Missed appointments x2 = actions agree at stage 1 not completed	Improve appointments made and kept (action plan in place)
	Improve handling of unfinished actions – Customer Services Team Leaders to lead immediately
Invicta failed to respond correctly to emergency call (loss of water)	Invicta agreed to send out operatives in situations such as those relating to this complaint in future - in place

Complaints Summary

1st Jul-11 to 30th Sep-11 QTR 2



Poor communication and consultation	Complaint to be discussed at Repairs and Housing Panel 6th Sep-11 to improve process
Delay in raising works order (Surveyor failed to file report)	Surveyors report turnaround time to be fully embedded
Complaint highlighter the need to improve the recording of compliments	Improve the recording of compliments – Continuous Improvement Officer to lead
Poor communication during complex repairs complaint	Single point of contact for complex issues - this can improve the overall communication - this approach should be considered at the start of major works and complex complaints investigations
Lack of a regular cleaner for the block or a proper rota	New rota set up Regular cleaner in place Inspections ongoing
Misinformation provided by Customer Services Advisor	Customer Services Team Leader advised the team of the correct Lift Emergency procedures
Complex repair issue which was difficult to diagnose - it is necessary to keep the tenant informed of all progress to meet expectations	Being picked up as part of the Customer Services team restructure
Surveyor had not followed jobs through to completion	Two new permanent surveyors have been employed and where required, will be able to diagnose complex repairs and manage all works through to satisfactory completion
Break down in communication due to unexpected staff sickness	Managers to ensure cover is provided during periods of sick absence
Record keeping still seems to be an issue, encourage all staff to make prompt notes on arcHouse and Orchard	Customer Services Team Manager and Head of Customer Services to lead via Customer Services team restructure