

## What do you think about the services you receive?

We want you to tell us if you are unhappy about any aspect of our service. If you tell us, it helps us improve and allows us to take complaints and comments into account when we are reviewing the way we deliver our services to you.

From April 2007 to March 2008 we received 748 complaints, but in that time we received a total of 67,191 enquiries, meaning that only 1.1% of this amount were complaints.

**The table below shows the reason why complaints have been made:**

Reason	Number	Percentage of total complaints
Employee Attitude	60	8.0%
Missed Appointments	14	1.9%
Policy Related	91	12.2%
Poor Communication	64	8.6%
Standard of Service	394	52.6%
Waiting Time	125	16.7%
<b>Total</b>	<b>748</b>	

**Here we show you the service areas that were complained about, and tell you what we have done to improve these:**

Service Area	What have we done?
Repairs and Maintenance	Early last year we carried out an extensive review of our repairs and maintenance procedures. This resulted in two pilot projects in Livingston and Bathgate which have been successful and resulted in improved performance. The project will now be rolled out to the remainder of West Lothian.
Anti-social Behaviour	We set up the Safer Neighbourhood Teams (SNT) in four areas of West Lothian. The SNT is an exciting partnership between West Lothian Police Division and the council. They take a proactive approach in dealing with anti-social behaviour, and have been so successful that the team is now being extended to all nine multi-member wards in the coming year.
Homelessness	We have reviewed our Homelessness Strategy and restructured the service to better deal with those who have become homeless or who are threatened with homelessness. To help those in this situation, we have increased the number of temporary tenancy lets in West Lothian.
Housing List	We are currently carrying out a review of our Allocations Policy. To ensure we gather as many views as possible, we are involving a wide range of people in the consultation exercise, such as, tenants and residents groups, area committees, focus groups and other partners. We will capture all comments and complaints and these will be presented as recommendations for change.
Kitchens and Bathrooms	We stopped using one of our subcontractors following complaints about the quality of their work.
Tenancy Management	Our Assessment and Review Team will be carrying out a review of all matters concerning tenancy management. As part of the review they will identify areas for improvement and an action plan will be prepared to ensure these areas are dealt with.
Customer Care and communications	All of those working within Building Services have received Customer Care training within the last 12 months. Through this we hope to improve communication with customers and between staff within the service.

**As all complaints are taken very seriously, we recognise that these should be dealt with in as short a time as possible. Our aim is to deal with any complaint within 5 days. Here you can see how well we have performed over the last year:**

Less than 5 Days	36.23%
6-10 Days	20.86%
11-15 Days	12.03%
More than 15 Days	30.88%

We recognise that there is room for improvement in these figures, and we plan to improve on this over the coming year. Some of the complaints can take longer than others to sort out, the ones that are shown as having taken more than 15 days were more complex and required further investigation.