

Complaints 2009-10

What do you think about the service 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 service to you.

In 2009-2010 we received 558 complaints. We had an increase this year due to the adverse weather conditions and the impact this had on our Gas Service crew. In the spring 2010 edition of Tenants News we had an article which focused on the Gas Service. This highlighted our service commitments to tenants.

Reason	Number	Percentage
Employee Attitude	55	9.8.%
Missed Appointments	23	4.1%
Policy Related	54	9.7%
Poor Communication	44	7.9%
Standard of Service	282	50.5%
Waiting Time	100	17.9%
Total	558	

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

Service area	What have we done?
Repairs and maintenance	We have reviewed our Out of Hours service. This included joint working arrangements with other Service areas within the Council. We will make customers aware of the service commitments of the Out of Hours arrangements. We will ensure waste material is cleared away when we unblock drains. We will make sure we keep customers informed if we cannot fit a door by the target date because we are waiting on delivery. We will give customers more notice if we are going to put scaffolding up against their home.
Homelessness	Focusing on the aim of preventing homelessness occurring in the first place we are introducing a new prevention team within the service.
Housing List	We have completed the review of the Allocation Policy taking into account customer views. The new policy has been approved by councillors. The changes will be implemented by June 2010.
Customer Care and Communication	We are trying a new specific tailored training on customer care with our staff. We are empowering staff to make informed decisions at the first point of contact under Service protocols. The aim is to resolve an issue at first point of contact before a customer feels they need to complain.