

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.

Last year we received 309 complaints, a considerable reduction on the previous year when we received 748. In that time we received a total of 32,606 enquiries, meaning that only 0.95% of contacts were complaints.

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

Reason	Number	Percentage of total complaints
Employee Attitude	50	12.8%
Missed Appointments	12	3.1%
Policy Related	20	5.1%
Poor Communication	29	7.4%
Standard of Service	241	61.8%
Waiting Time	38	9.7%
Total	390	

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	<p>Our new electronic appointment system, Optitime, starts in May 2009. This will improve the appointment system, including a text reminder being sent to the customer prior to the visit. We will keep customers better informed about what is happening with their repair - if the job cannot be completed at the first visit the operatives will not leave your home without giving you an appointment for when they will be back.</p> <p>Foremen will spend more of their time checking the quality of the repair work.</p> <p>We have changed our procedure to ensure that our housing inspectors carry out basic structural checks when customers report dampness or condensation. Inspectors now use condensation strips which change colour when condensation is a problem in the property.</p> <p>We have changed our garage refurbishment notification letters to make them clearer as to what work will be done, and when.</p>
Anti-social Behaviour	<p>Every area of West Lothian now has a Safer Neighbourhood Team (SNT). 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. Since their introduction there has been a reduction in youth disorder and in the number of ongoing active serious antisocial behaviour cases.</p>
Homelessness	<p>We launched the new WL Homelessness Strategy in October 2008. The main focus and overall aim of the strategy is to prevent homelessness occurring in the first place. Joint working arrangements are in place to identify gaps and new opportunities for preventing homelessness.</p> <p>We have improved access to the service - young people can now be interviewed in their local community rather than having to travel to Livingston.</p> <p>We are increasing the use of Private Sector Leasing to supply good quality temporary accommodation so that our own stock can be used for permanent housing.</p>
Housing List	<p>We will complete the review of our Allocations Policy this year. We asked customers for their views on how the Allocations Policy could be improved, and these will help to shape the new policy.</p>
Tenancy Management	<p>We have improved our procedure for dealing with abandoned vehicles, and introduced a new procedure for dealing with requests from tenants to lease additional garden land.</p>
Customer Care and communications	<p>We are continuing to make sure all our training covers softer skills such as customer care and complaints handling as well as technical training. Through this we hope to improve communication with customers and between staff within the service.</p>

As all complaints are taken very seriously, we recognise that these should be dealt with in as short a time as possible, but we also need to make sure every complaint is fully investigated. Our aim is to deal with any complaint within 5 days.