

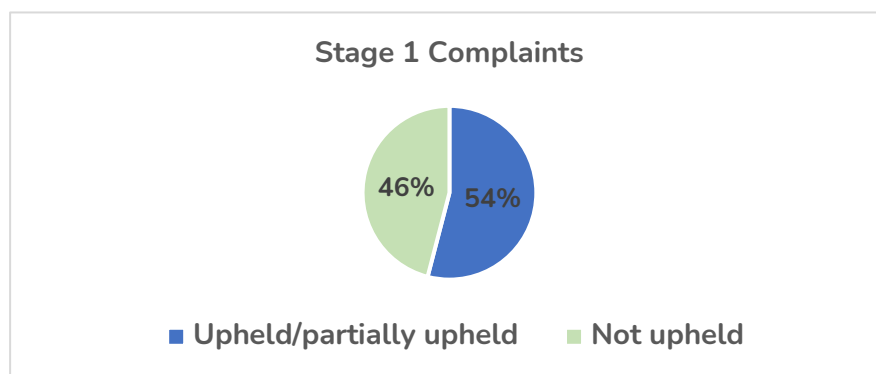
Appendix 1

Annual Complaints Performance & Service Improvement Report 2023-24

1 Overview

1.2 Greatwell Homes had a total of **112** customer complaints made in 2023-24.

Of these, following a thorough Stage 1 investigation into the issues raised of which, **54% were upheld or partially upheld.**



1.3 Of these 112 complaints, **11** were escalated by customers to **Stage 2** for further review and consideration.

Following an investigation of the **11** complaints escalated, **4** stage 1 complaint outcomes resulted in a change of determination in favour of the customer, of which:

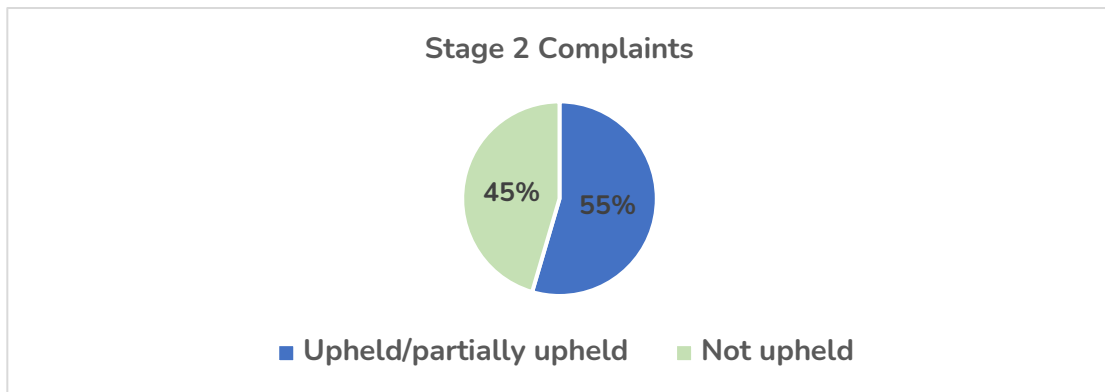
- **3** complaints which had not been upheld at Stage 1 were found to have partial service failures following a further review.
- **1** complaint which had been partially upheld at Stage 1 was found to be fully upheld due to poor written communication and the impact of this on the customer.

Of the remaining **7** complaints escalated for a Stage 2 review, **6** determinations were found to be the same as that at Stage 1, of which:

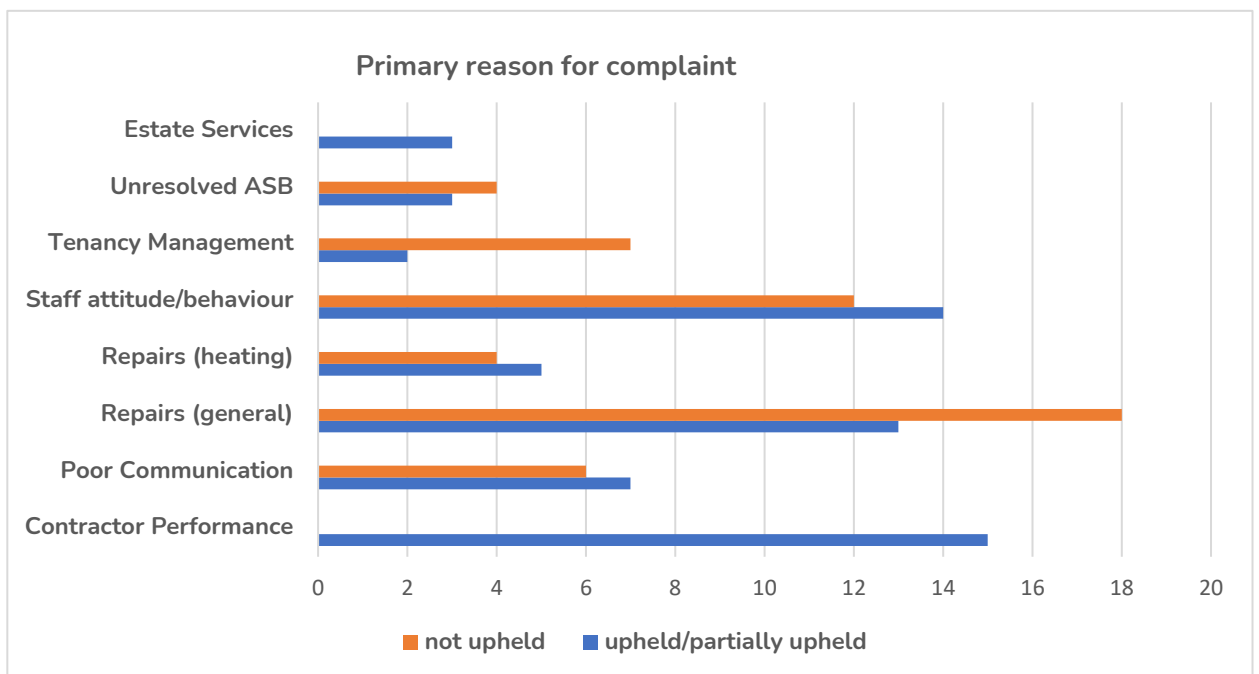
- **2** complaints were upheld (both at Stages 1 and 2)

- 4 complaints not upheld (both at Stages 1 and 2)
- 1 complaint which was partially upheld at Stage 1 was not upheld at Stage 2 (this was due to the stage 2 escalation not relating to all points raised in the initial complaint)

Overall, 6 stage 2 complaints (55%) were upheld or partially upheld at Stage 2



2 Complaint Categories



3 Trends from upheld/partially upheld complaints

3.1

Primary area	Findings
Estate Services	<ul style="list-style-type: none"> Weeds and overgrowth not cleared in communal area Debris and cuttings not cleared in communal area in line with agreed schedule
Unresolved ASB	<ul style="list-style-type: none"> Procedure not followed (<i>predominantly related to not keeping customer regularly updated</i>)
Tenancy management	<ul style="list-style-type: none"> Poor communication Procedure not followed
Staff attitude/behaviour/lack of action	<ul style="list-style-type: none"> Poor verbal communication Failure to follow procedure
Repairs (heating)	<ul style="list-style-type: none"> Supply issues with materials & failure to keep customer updated on progress of outstanding work/reason for delay
Repairs (general)	<ul style="list-style-type: none"> Quality of repair (poor workmanship) Failed to attend scheduled appointment
Contractor performance	<ul style="list-style-type: none"> Delay in works being undertaken Quality of work Poor attitude/behaviour Poor communication – failure to keep customer informed

4 Service Improvements

Listening and acting on customer feedback is a key priority for Greatwell Homes, and the following actions have been undertaken/identified to improve our service delivery to customers as a direct result of customer complaints, recognising the importance of listening and acting on customer voice:

Theme	Service Improvements
Staff training	<ul style="list-style-type: none"> In-house Customer Care training delivered to all customer facing staff in quarters 3 and 4 of 2023-24 (<i>new starters who have customer facing roles, who join Greatwell Homes after 1 April 2024, as part of their induction process will also receive this training to embed the importance of customer care and the role, they play in delivering services to customers</i>). 'Managing difficult conversations' training for identified staff to better equip them in dealing with customer queries and in turn improve experience for customers.

	<ul style="list-style-type: none"> ▪ ASB refresher training to ensure staff are fully aware of their role in keeping customers updated on the progress of their case.
Improved processes & procedures	<ul style="list-style-type: none"> ▪ Undertake enhanced and more intrusive gas safety check of connections to customer's own gas hobs (with customer permission) evidenced with photographs for each connection. <i>(Note: responsibility for the installation of gas hobs is ordinarily the responsibility of the customer, however, on this occasion we had fitted the hob as a gesture of goodwill as part of kitchen refurbishment and, therefore, was responsible for replacing the fitting in the connector).</i> ▪ Compensation for temporary heaters and dehumidifiers – internal process reviewed to speed up payments to customers. ▪ Created a 'Consultation Guidelines' document for staff to improve process and customer experience of consultations undertaken (this excludes statutory S20 consultations).
Communication	<ul style="list-style-type: none"> ▪ Revised re-charge invoices to ensure that breakdown of information is clear and concise description of items charged are outlined. ▪ Worked with our out of hours provider and implemented speech analytics, which flags high risk works i.e. 'fire / gas leak' to manager who in turn now checks in with call-handler to ensure processes are fully adhered to.
Repairs	<ul style="list-style-type: none"> • Procured a new roofing contractor following negative customer feedback from previous contractor. • We will be undertaking a co-creation project during 2024 to better understand from our customers "<i>what makes an excellent repairs service</i>"

5 Satisfaction with Complaint Handling

Of those customers that completed our complaint handling satisfaction questionnaire to understand their experience of making a complaint, namely:

- How easy it was to make a complaint
- Whether the complaint handler was professional, respectful & helpful
- Whether the complaint handler kept them informed and gave a clear explanation of determination of complaint and why

94.29% of customers were either very or fairly satisfied with their experience.

6 Annual self-assessment against revised Code

A full self-assessment has been undertaken in line with the revised Complaint Handling Code that become statutory with effect from the 1 April 2024 (appendix 2)