

Complaints or Feedback

TSP Meeting with Rom 7/4/17 at NWL office.

Pre-set agreed questions

Q1

Rom's role is to maintain database, capture learning from complaints.

Monthly report to SMT, detailing all feedback and learning from this.

Definition of complaints i.e. informed enquires

These separate from complaints.

Main factors nature of service, most contact with customers so most feedback will be received from this service.

AMT has areas for improvement that have been identified

A report for SMT Complaints capturing learning and identify

A dedicated resource in the form of the HRA Business Support Officer was made available from June 2016 and a noticeable improvement in time detecting and improving time resolving complaints. However when this dedicated resource was no longer available the improvement declined.

Joanne Day now responsible for looking at complaints (TSP need to set meeting with Joanne)

AMT get larger volume of complaints and are seasonal i.e. heating, draughty windows and doors in winter. Noisy neighbours and children in summer (open windows)

Communication needs to improve to keep customers informed and updated.

Q2

Implemented some changes.

i.e. weekly status reports, complaint logging, clearing & action database tracker, compensation data base. Staff completed Ombudsman eLearning in dealing with complaints.

Need to implement constant monitoring, dedicate resources and implement measuring successes.

Need to get better at capturing what we learn from previous experiences. What are we learning and what do we do with this new knowledge. Does NWL need to promote this?

Outstanding complaints.

Is it necessary to assemble a once only special team to eliminate overdue complaints?

Should the ten working days from stage one to stage two be reviewed as too short.

Q3

Responsibility lies with team manager to ensure a full response.

Since MJ left not sure communication is poorer.

Sometimes our response can lead a stage 1 to stage 2 i.e. unhappy with decision at stage 1

Look what we can do to stop preventable stage 2's (Rom to provide data)

Q4

Staff training.

BDT have done work on capturing outcomes?

Importance of following up on actions.

Ensuring communication is what we said we would do.

Are we reactive or proactive at this time {probably reactive}

Embody complaints management across team.

Rom to create a report to panel on staff training i.e. complaint management.

TSP and Tenant Involvement should also meet with Team Managers, Heads of Service & Joanne Day.

Contact tenants with closed historic complaints, (Rom can provide this information)