TENANT SCRUTINY PANEL – COMPLAINTS INSPECTION

NOTES OF MEETING WITH ANDREW 4TH APRIL 2018

Andrew apologised on behalf of Sabrina, who was unable to attend today; he had been asked to attend this meeting on her behalf.

Andrew is a Management Officer and one of three people who deal with complaints. JH asked Andrew about recording complaints and how effective the process was. He advised that Rom now able to record a lot of data which couldn't previously be covered.

Q.   The question of complaints to the local MP was raised.

A.   It was made clear that these cannot be made direct; all complaints have to go through the Council complaints procedure. If someone approaches the MP direct they would be redirected to NWLDC.

Q.   How are complaints flagged?

A.   Via computer system; ownership will lie with the subject area (e.g. repairs)

Q.   Is software suitable for the job?

A.   Complaints being moved to Sharepoint – new Microsoft software which is 'cloud' based.   Interactive – end April installation should provide improved ways of working.

Q.   Stage 1 – high %age of complaints not responded to within the 10 day period specified in the policy.

A.   Andrew agreed that there needs to be early intervention at that level. Currently a lack of ownership by team (behavioural – not prioritised when relevant team should take immediate action).

Andrew was asked to provide performance report / response times information.

Andrew also advised that a lot of work had been done to tackle complaints. There were plans to tackle prioritisation and raise the level of importance attached to complaints by working with front line staff on being more proactive and close 'grumbles' before they become an official complaint.

A new Tenant Satisfaction Survey will be put together to send to tenants.

On the repairs side (the highest category of complains) Neil's team is not good in this area and 34% of complaints are not responded to on time!

LOOKS LIKE A GOOD PLACE TO START!

JH/NWLDC/2017 Complaints Inspection

10/04/2017