

TSP meeting with NWL housing SMT Chris Lambert 13/6/17.

TSP had provided pre-arranged questions prior to the start of the meeting taking place.

The interview had been planned to follow the pre-arranged questions in the descending order, however after the opening question was raised the answer developed into a discussion involving all of the questions to cover how the housing service were aware of these issues and is planning changes to address each item.

New repairs? Staff had been put in place to monitor how complaints are handled as they go through the system. They will endeavour to have a satisfactory outcome to try and prevent the complaint getting to stage two.

He went on to explain that some staff will follow the trail in great detail and provide an exhaustive report when dealing with a complaints while others tend to try a quick resolve and miss some fundamental issues and produce a poor response to the complaint.

NWL are planning to be somewhere in the middle of this to balance the quality and speed of response.

He agreed that they need to have sufficient well trained staff to achieve the expectations of the customer.