

Notes on meeting with Joanne Day, Support Services Manager.

Q. Why are AMT so poor at dealing with complaints?

Very high volume of complaints; insufficient resources allocated and now Neil Barks has asked her to get involved and is still bringing down the level of outstanding complaints. She is currently dealing with a backlog of complaints. Joanne has set up this tracker / spreadsheet to monitor and record how they are handled and capture learning outcomes which will help her to see complaints through to resolution.

Managing tenant expectations is important. E.g. new roof? Not required at present and after inspection roof is sound. However, that means that if someone else reports a roof problem that ultimately requires replacement, the funding can be moved to tackle a more urgent need.

Information pack for tenants (how NWL deal with complaints) to point out how the complaints process would work and also advise, where possible, of any planned maintenance.

Non DHIP (e.g. cyclical and basic decency standards) maintenance?

How can we prevent complaints progressing from Stage 1 to Stage 2 and Joanne said that the tracker should help by keeping track of progress on complaints.

Joanne, when asked about training, said she was unaware of any corporate training for Complaints but she had delivered some informal training herself. HR would need to take this up.

Democratic Services deal with monitoring Councillor enquiries. Feedback deal with MP enquiries.