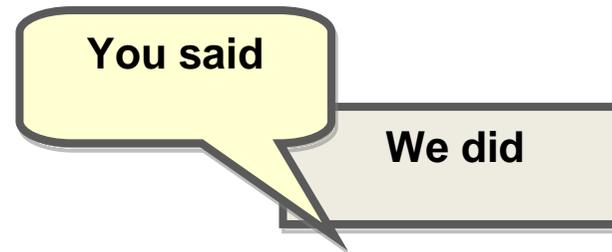


New Complaints Process Consultation Feedback



For the last couple of months, our customers, clients and colleagues have been consulted on the content of the new complaints process. Customers, clients and colleagues gave us their views. Here are some examples of the comments that were collected and how they were used in the consultation.

The new process was presented to the Senior Leadership Team in April 2015 and they agreed with the changes the proposal was suggesting. Work has commenced in changing our complaints process in Customer Service.



We can't always use every comment but we will tell you why



You said	"Quotes"	We did
<p><u>Customers and clients via anyone@home</u></p> <p>We asked you about your experience of the customer solutions team, how you make a complaint and</p>	<p><i>Have you ever made a complaint to Home? What was your experience of the complaints process?</i></p> <p><i>"I have had no complaints as I always have good things to say about the company that I represent and strive to work for."</i></p> <p><i>"Yes, I have complained but I wasn't very happy with the outcome. Home staff were very nice and understanding and I did feel listened too but there was no communication after that point. I was then left chasing it up and feel abandoned even my e-mails were left unanswered. This hopefully is just a one off and not the experience for everyone – it is still not fixed."</i></p>	<p>We looked at all of the feedback from customers and clients from anyone@home. As part of the consultation it was put forward to produce a leaflet which had all the information on that the customer would need to make a complaint. This information would be accessible on the internet and in the call centre too.</p>

You said	"Quotes"	We did
<p>how long you would expect to resolve your complaint.</p> <p>Some examples of your answers are provided in the next column.</p>	<p><i>"Yes, as far as stage one and then it was resolved. It was swiftly resolved via compensation/further work completed."</i></p> <p><i>"Yes, the office I dealt with was easy to speak to but the whole process was confusing".</i></p> <p>Information about the complaints process is available in various places. E.g. online and as part of information packs. Where do you go to find out about how to complain?</p> <p><i>"I contacted my housing officer then went on the internet. I even tried phoning the repairs team who told me who to speak to but I felt like I was being passed around. Clear information about where and how to complain is needed and what to do if the complaint isn't acted on."</i></p> <p><i>"To make a complaint I would first go to my service manager or support worker and if they can't help I would go to a higher person with their help."</i></p> <p><i>"Online/call centre"</i></p> <p>How long would you expect it to take to resolve your complaint?</p> <p><i>"21 days to agree and have the completion date"</i></p> <p><i>"I would say 4 weeks but this isn't what I have experienced"</i></p> <p><i>"I would expect it to be resolved as soon as possible. It would need to be 6-8 weeks."</i></p> <p><i>"Acknowledgement within one working week. I would want to know who is dealing with my complaint. I would want resolution within 10-28 days depending on the nature of the complaint and I would want clear information about the process if I am not happy with the outcome."</i></p>	

You said	"Quotes"	We did
<p>North East Complaints Workshop – 19th of January 2015</p> <p>In the North East Complaints Workshop we asked what customers and clients liked about the current complaints process and what they thought should change.</p>	<p><i>"The time taken to go through the whole complaint process is too long"</i></p> <p><i>"I feel that my complaint is deal with quickly rather than thoroughly, I would like the office to deal with the complaint longer if that means I get a resolution."</i></p> <p><i>"The compensation process should be fairer as my neighbour might get more money than me for the same issue but for no reason."</i></p> <p>Suggestions</p> <ul style="list-style-type: none"> • Shorter time scale • Is the investigation being investigated thoroughly? • Timescale allows for a better investigation • Customers and clients have more support when we make a complaint • More customer involvement • More immediate results = customer satisfaction • More streamlined process • Being consistent with compensation • Get to a higher level quicker • Independent panel-authority to change anything • Quicker resolution • The process needs to be more commercial 	<p>The new process will be extended to allow for a longer timescale which will allow a more in depth investigation.</p> <p>Also compensation will now be looked at as a separate issue because of feedback from customers.</p>
<p>Equality and Diversity Workshop – 21st of January 2015</p>	<p>The below questions were asked of the following groups of people: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity</p> <ol style="list-style-type: none"> 1. Will this group be affected (in a positive or negative way)? 2. Is there anything we need to think about or put in place to make this area of work more accessible to this group? 3. How can we promote the changes? <p>Overall the feedback was:</p>	<p>We are working with our Equality and Diversity groups to ensure the new process follows the recommendations.</p> <p>We will be ensuring that any documentation issued to customers will meet their needs and that they is support on guidance on the topic of complaints.</p>

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	<p>To ensure people have support when submitting complaints.</p> <p>To ensure they have the right facilities.</p> <p>To ensure they are dealt with fairly.</p> <p>To ensure they are dealt with confidentially.</p> <p>To take into account everybody’s individualities.</p>	
<p>South West Complaints Workshop – 9th of February 2015</p> <p>In the South West Complaints Workshop we asked what customers and clients liked about the current complaints process and what they thought should change.</p>	<p><i>“The customer representative is a good thing because it is like having someone on your side”.</i></p> <p><i>“The whole process is too long and timescales should be changed to give the advisor enough time to investigate it fully”</i></p> <p><i>“I found the process to be slightly confusing at times and felt that nobody really owned the complaint as it is passed on at each stage”</i></p> <p><i>“It takes too long for a stage 3 panel to be arranged. I know its with lots of people in the business but I would rather my complaint to have been dealt with quicker.”</i></p> <p>Suggestions</p> <ul style="list-style-type: none"> • Give stage 1 enough time to fully investigate complaint. Then later stages can be shorter as most of the investigation has already been done – later stages just to review. • Independent panel of customers will be beneficial as they are not ‘for’ HG • Some support in place for customers and clients making complaints • Compensation to be the same for everyone • The relevant people to be informed when complaints come in e.g. MS and CSPs. • For the independent panel to be able to change a decision or influence a change. • Make the whole process easier to follow • Compensation should follow more of a process • Would like communication throughout their complaint as well as afterwards 	<p>The new process will be extended to allow for a longer timescale which will allow a more in depth investigation.</p> <p>More ownership will lie with the person dealing with the complaint as they will have a longer timescale to allow or a more detailed approach.</p> <p>The removal of the stage 3 will also ensure customers do not have to wait round for resolutions and that the person dealing with the complaint has more ownership.</p>

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<p>London Youth Action Complaints Workshop – 10th of February 2015</p> <p>In the London Youth Action Complaints Workshop we asked what customers and clients liked about the current complaints process and what they thought should change.</p>	<p><i>“The process is too complicated and drawn out”</i></p> <p><i>“The customer’s interests do not seem to be at the forefront”</i></p> <p><i>“The complaint is passed from person to person and nobody takes full ownership”.</i></p> <p><i>“The compensation process is unfair and needs to be more consistent.”</i></p> <p>Start</p> <ul style="list-style-type: none"> • Shorter time scale • Being consistent with compensation • Get to a higher level quicker • Independent panel-authority to change anything • Quicker resolution • Customers and clients have more support when we make a complaint • More customer involvement • More immediate results • More streamlined process • Longer timescale at stage 1 to ensure it is done thoroughly and it is resolved at the first stage 	<p>The process is simpler and is easier to follow as we have removed all the different stages and more responsibility lies at stage 1 and stage 2.</p> <p>Compensation will be looked at as its own separate issue due to customers feedback on the area.</p> <p>The new process will be extended to allow for a longer timescale which will allow a more in depth investigation.</p>
<p>North West Complaints Workshop – 12th of February 2015</p> <p>In the North West Complaints Workshop we asked what customers and</p>	<p><i>“The process is confusing and it could be more streamlined”.</i></p> <p><i>“There could be technical issues during the stage 3 and that the customer may not feel confident enough to go through with the complaint.”</i></p> <p><i>“The overall timescale from the start of the complaint to the end is too long.”</i></p> <p><i>“A longer timescale would ensure the complaint is fully investigated, communication should also be increased during the complaint.”</i></p> <p>Start</p>	<p>The new process will be extended to allow for a longer timescale which will allow a more in depth investigation.</p> <p>More ownership will lie with the person dealing with the complaint as they will have a longer timescale to allow or a more detailed approach.</p> <p>The removal of the stage 3 will also ensure customers do not have to wait round for resolutions and that the person dealing with the complaint has</p>

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clients liked about the current complaints process and what they thought should change	<ul style="list-style-type: none"> • Have a regional viewpoint team meeting where they can review complaints which have gone to an independent panel • Allow the independent panel to offer recommendations to HG about complaints. • Longer timescale to resolve complaints to ensure everything has been done. • Communication to be increased during the complaint, so they know progress etc. • Support offered for those wanting to make a complaint. • Compensation to be offered only in certain circumstance and for it to be fair • Shorter overall process • Make the whole process easier to follow 	more ownership.
During February 59 customers were consulted on the experience of complaints they have put in over the last 6 months.	<p>We asked how the complaints process could be improved?</p> <p><i>"speeded up - takes too long, only supposed to take 12 weeks and mine has taken 7months"</i></p> <p><i>"that someone gets back to the customers quicker"</i></p> <p><i>"the complaints process doesn't need improved its just getting the [repair] work done that is the problem"</i></p> <p><i>"Better communication"</i></p> <p><i>"more communication needed, was a long process"</i></p> <p><i>"too long winded, too many people involved"</i></p> <p><i>"Some continuity speaking to the same people"</i></p> <p><i>"Complaints need to be dealt with quicker. Home Group needs to improve their communication as she has to keep ringing for an update and can never speak to the person she really needs to speak to i.e. Maintenance inspector"</i></p>	<p>The majority of suggestions from customers was that there should be better communication. As a result we have not only extend the time taken to resolve a complaint so the customer deals with the same person longer but we have also ensured their will be contact points throughout the complaint to keep the customer updated.</p> <p>The customer will receive an acknowledgment of the complaint and then 5 days in if the complaint is not resolved the customer will be contacted to ensure they receive an update. If the complaint takes the full 20 days to resolve the customer will be contacted every 5 days with an update.</p>
We asked clients throughout Stonham about how long it	<p>How long would you expect it to take to resolve your complaint?</p> <p><i>"If it is seen to efficiently and confidentially no more than 7 to 10 days".</i></p>	Majority of people thought that it depended on the type of complaint. The complaints timescale has been extended to 20 working days but if the team

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<p>would take to resolve a complaint and how they would go about raising a complaint.</p>	<p><i>"I would expect a resolution within 5 working days, or if that was not possible, contact within 5 working days with an update and an outline of the next steps".</i></p> <p><i>"It would depend on the nature and severity of the complaint. In the case of a serious complaint, I would hope enough time was taken, so that a thorough investigation can be carried out. Some form of written update to the complainant, updating them on how the complaint is progressing would be helpful."</i></p> <p><i>"Depends on the nature of the complaint but must get regular updates."</i></p> <p><i>"2 weeks and an update on the complaint to be given every couple of days".</i></p> <p>Information about the complaints process is available in various places e.g. online and as part of information packs. Where do <u>you</u> go to find out about the complaints process?</p> <p><i>"I go online first whenever I want information"</i></p> <p><i>"The info should be in your packs when you move into your property"</i></p> <p><i>"I would go to the office and speak with my support worker."</i></p> <p>Have you ever made a complaint to Stonham/Home? What was your experience of the complaints process?</p> <p>The majority of clients asked had not made a complaint but feedback was that while they were not happy with the outcome they were happy with the way it was dealt with.</p>	<p>can close the complaint fully before that they can but only in extreme cases might it take 20 days. This means that different types of complaints may be able to be dealt with quicker than others.</p> <p>Most clients advised that they would contact their support worker if they wanted to make a complaint and some advised that they did not know that they could get the information online. As a result of this when we go live with the new process we will be liaising with our communications team to ensure all clients and customers are aware of how to report a complaint and more importantly where they can go to do this.</p>
<p>Customers and clients were asked to answer poll questions on</p>	<p>The poll asked "Was your experience of the complaints process positive or negative?"</p> <p>Positive - 37.5% Negative-62.5%</p>	<p>Again, communication seemed to be lacking when it came to complaints. The new process will ensure that the customer will receive an acknowledgment of the complaint and then 5 days in if the complaint is not resolved the customer will be contacted to ensure they receive an update. If the complaint</p>

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Anyone@home	<p><i>"Lack of communication between customers contractors and home you have to be seen on site and answer questions or find out how you can resolve them as quickly as possible"</i></p> <p><i>"Rubbish no one to talk to who can help me there and then I have to wait up to 5 days for a response!!!! Poor"</i></p> <p><i>"Still waiting for someone who is expert to have look at boiler as still whistling and can sometimes run a bath with no cold water but give up after spending a week just over with no hot water at all"</i></p>	<p>takes the full 20 days to resolve the customer will be contacted every 5 days with an update.</p> <p>The main aim of these changes are to improve the service our customers receive when wanting to raise a complaint.</p>