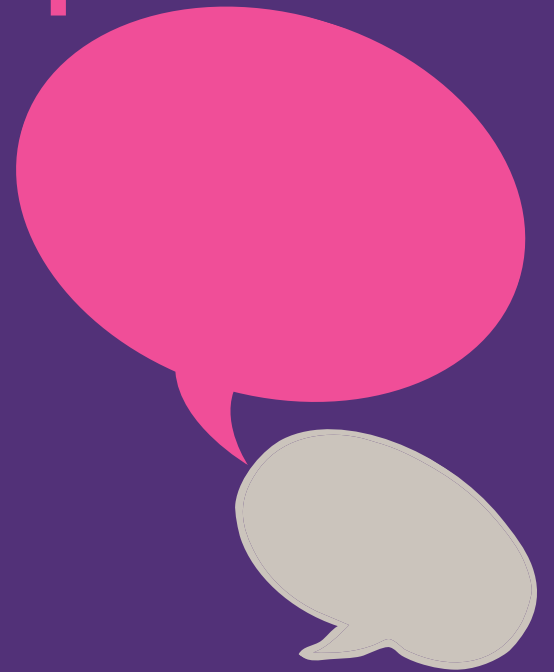


Annual Complaints Report 2018/19

Complaints allow us to gather feedback from tenants and other customers about how well our services are being delivered. This report outlines how we have performed against our targets in relation to complaints; identifies some key lessons and sets out some of the changes we will look to make in terms of how staff handle complaints.



139 Complaints
Received

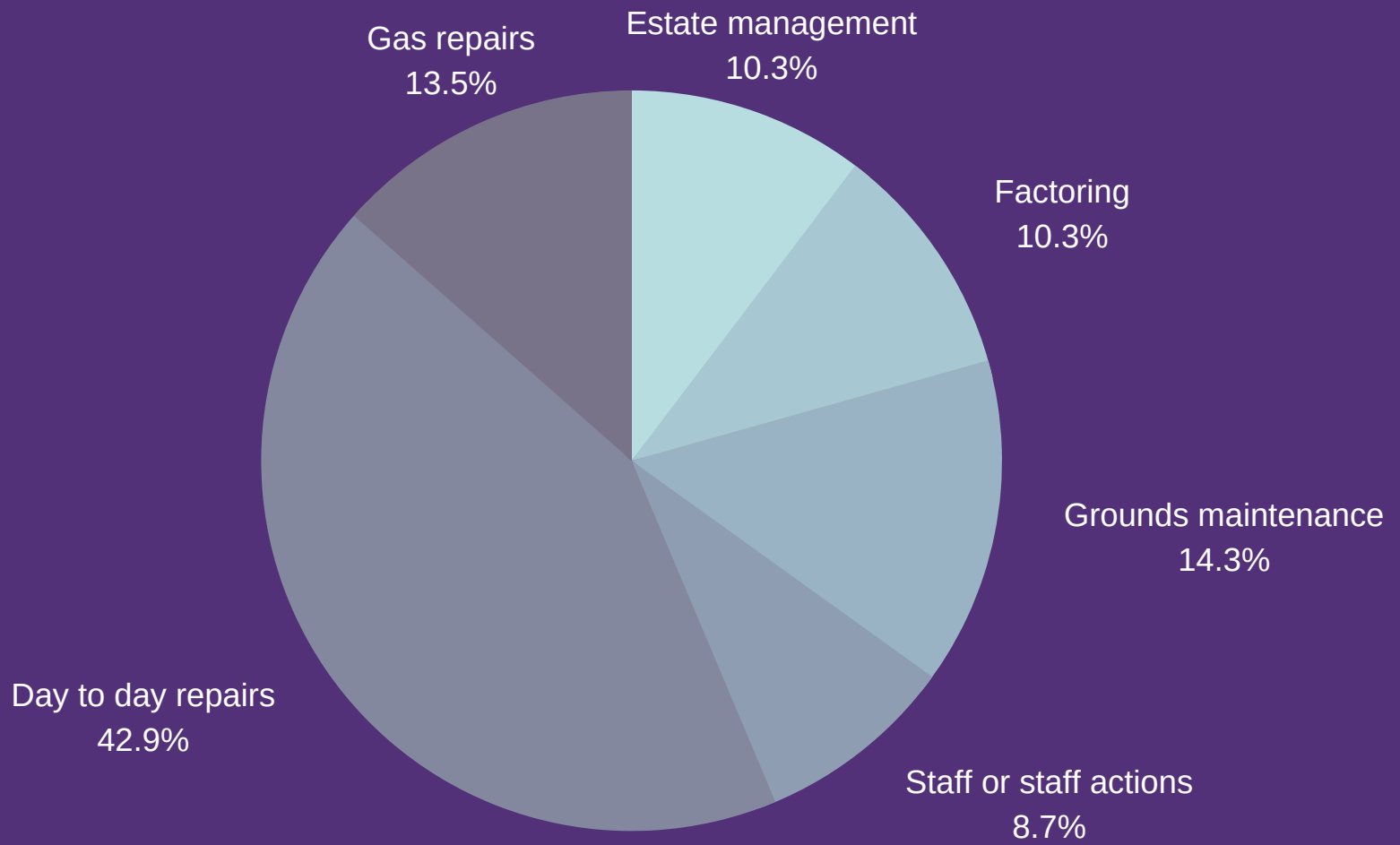


94%

Complaints
responded to on
time against our
target of 98%

61 Complaints
Upheld

Complaints Received



Going Forward...

- All new staff will receive an induction on the complaints process, and how to use the system.
- We will look at the use of e-learning which will encourage staff to respond appropriately to complaints.
- We will highlight the importance of distinguishing between a stage 1 and stage 2 complaint, and set out what seniority of staff can respond at each stage.

