

Derby Homes

**COMPLAINTS &
COMPLIMENTS
REPORT 2019/20**

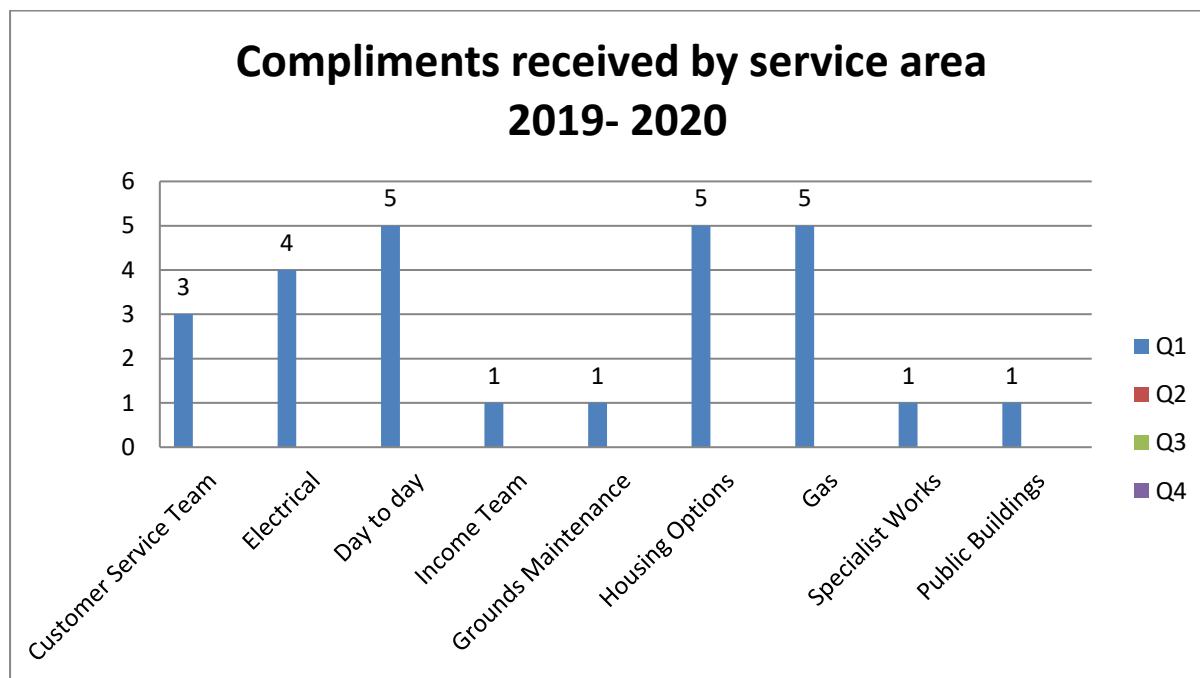
**2019/20
Quarter 1**

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COMPLIMENTS

There have been 29 compliments recorded in Q1.



Customer Service Team

One of our customers appreciated a team member's effort when he tried to help resolve an issue over the telephone, the staff member was commended by the tenant who also called him "a gentlemen and a scholar"

Electrical Servicing

"Excellent Service by a thoroughly professional and cheerful man"

Day to Day repairs

A customer complimented the workman who fixed her floorboards. The customer said that he did an excellent job and wanted her compliments passing onto him.

Income Team

A customer returned to thank an Income Advisor for helping him a few months prior. He was struggling with feelings of suicide. The team member listened to him and made the necessary safeguarding steps in order for him to access the appropriate help. The customer has told the Income Advisor that with her help he is now on the road to recovery.

Cleaning & Grounds Maintenance

One of our customers wanted to thank the Cleaning & Grounds Maintenance Service for the speed of service.

Housing Options; Private Rental Sector

"Thank you so much to you and the rest of your team in helping me and my family find a home. After everything me and the boys have been through in the past I can finally see the light at the end of the tunnel and that is all down to all you and your team. You have been so supportive and helpful I couldn't of wished for anything more."

Gas Team

A customer complimented on of our gas operatives as "A genuinely nice man who was polite, courteous and helpful. Many thanks"

Specialist Works

One of our customers expressed that they were "Completely Happy and satisfied" and the operative who visited had been very considerate.

Voids

Customer was impressed with the speed and quality of service concerning Voids returning to the property to complete work.

Public Buildings

A member of staff from Derby City Council complimented one of our operatives who has been attending onsite repairs for several years. She advised that he is always well prepared, organised, polite, and friendly & has a proactive attitude. She thanks him for his years of service.

Kitchens & Bathrooms

A customer was very pleased with her bathroom renewal; "...Thank you for the new bathroom suite...each and every workman/supervisors who attended were on time polite and got the job done, well informed from start to finish, loving the tiles big improvement"

Customer Experience

One of our customers emailed to say "Thank you for your help and efforts today to resolve our complaint. Very much appreciated, scaffold is down and all is ok."

During this quarter we can see a reduction in the amount of compliments. A reminder will be sent to staff to remind them to make sure that all compliments are passed onto the correct email inbox so they can be recorded correctly.

COMPLAINTS

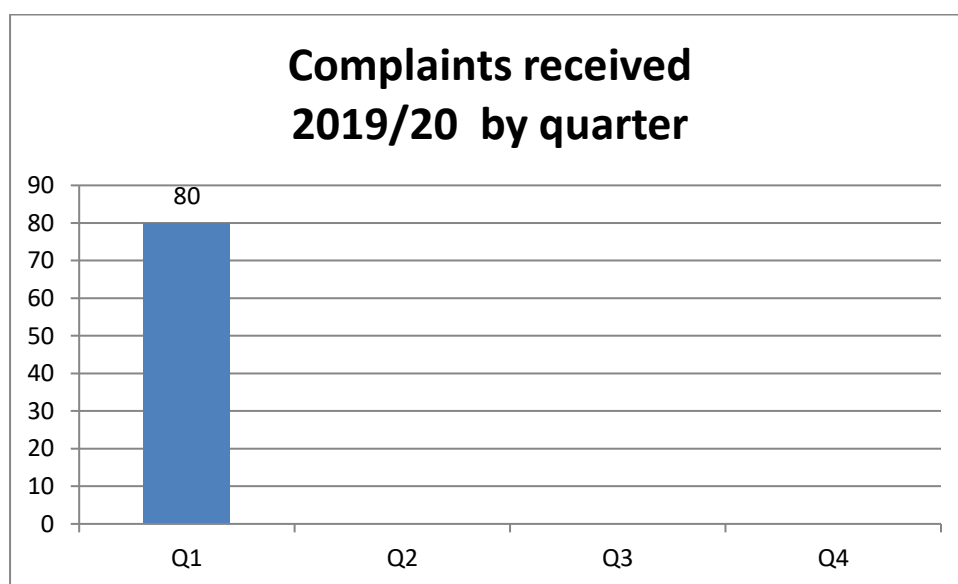
The new complaints policy introduced in November 2019 provides a 2 stage complaints process and defines a complaint as an expression of dissatisfaction with the actions or services provided which cannot be resolved at initial point of contact and requires a formal response.

COMPLAINTS Q1

During Q1, 2019/20 there has been a total of 80 complaints recorded.

Complaints received over last 3 years

	2017/18	2018/19	2019/20
Q1	122	127	80



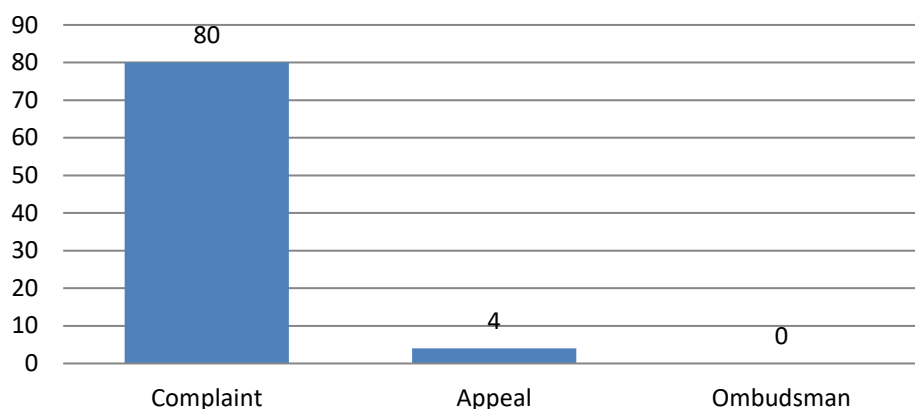
There is a significant decrease in the amount of complaints that have come in during Q1.

The new Customer First Policy appears to be having a positive impact with issues being resolved before becoming a complaint.

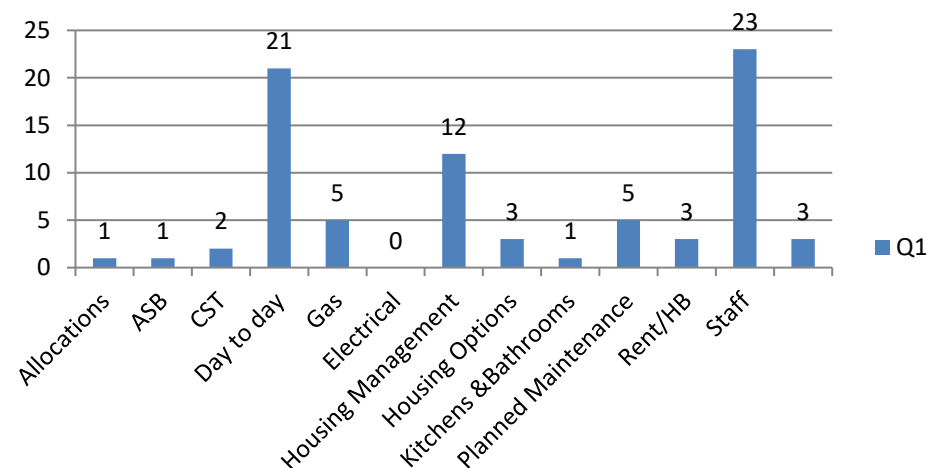
A number of contacts / queries have been passed back to the relevant officer to deal with as they are requests for service rather than service failures.

Going forward we will capture the number of these and include the numbers in this report.

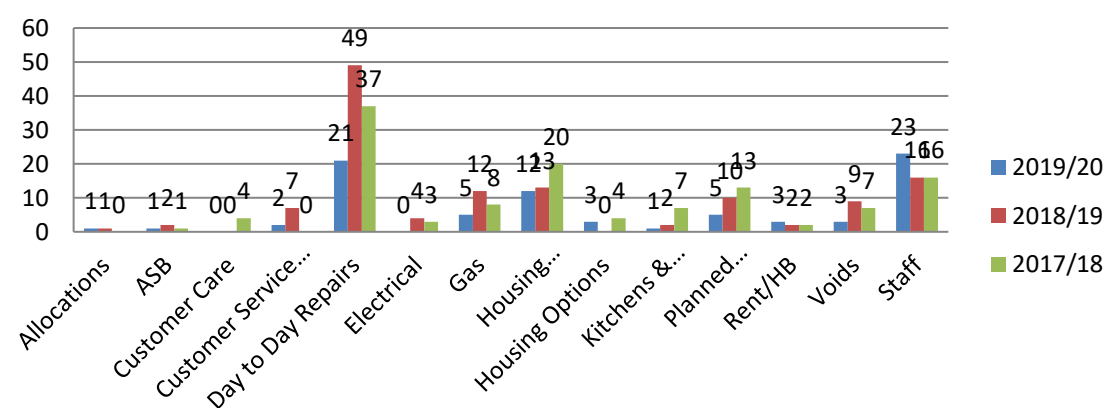
Breakdown of complaints received by stage Q1 2019/20



Complaints by type 2019/20



Complaints received Q1 by type over the last 3 years



The largest number of complaints received were relating to the following teams:

- **Complaints about Staff = 23**, this is a reduction on Q4 last year where 34 recorded. Further analysis around staff complaints is presented to SMT. All complaints relating to staff behaviour/actions are handled by the relevant Head of Service. We are conscious that this figure is too high and are taking positive actions to address this.
- **Day to Day Repairs = 21**
- **Housing Management = 12**

Breakdown of the top three departments which received the highest number of Stage One complaints in Q1

Staff complaints by department- 23	Day to day repairs- 21	Housing Management - Total 12
Customer Service Team- 4	Delay in repair – 3	Permit refused- 1
Day to day- 4	Work not complete – 5	Refused Food Parcel voucher -1
Housing Options- 5	Repeating leaks/ flood at property – 2	Frequency of visits by Grounds Maintenance- 4
Homeless Services- 2	Wanted full or partial kitchen renewal- 2	Ongoing issues with smell from IHM property below- 1
Housing Management- 3	Missed appointment; texted in error- 1	Refused Pest Control services by DH-1
Planned Maintenance -1	Compensation claim - 4	Delay in commencement of tenancy- 1
Gas- 3	External Contractor - 1	Succession/ termination post bereavement -2
Income Team- 1	Refused repair - 1	Outcome of Housing management & ASB investigation- 1
	Condition of property – 2	

Each quarter complaints about Day to day repairs team remain in the top three department list. To put this into context this team completed 7730 repairs in this quarter.

During this quarter we have seen an increase in complaints about the Grounds Maintenance service, a survey / consultation event is in the process of being undertaken and we are working closely with the contractor.

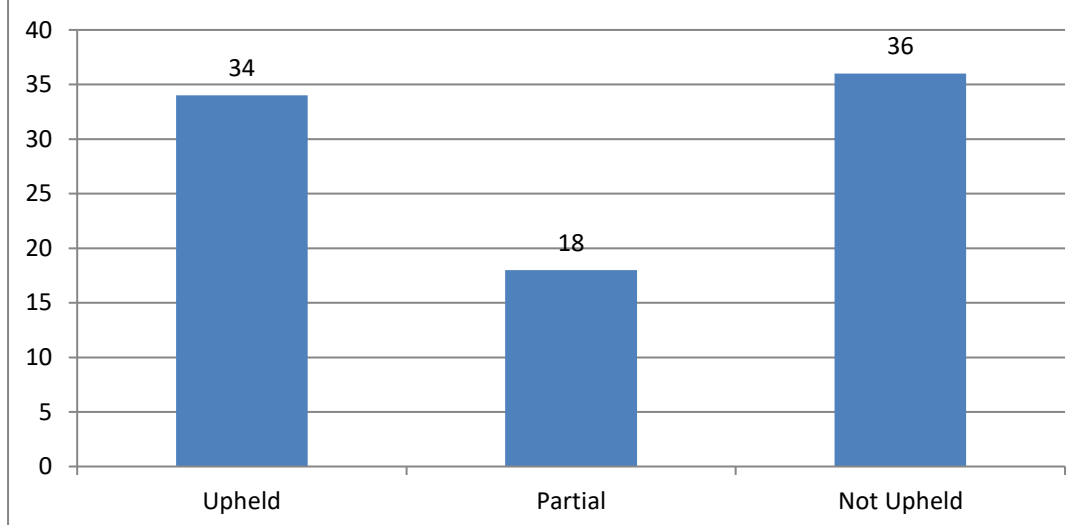
Total closed - 88

Upheld - 34

Not upheld - 36

Partially upheld - 18

Complaints outcome Q1 2019/20



Breakdown of all complaints outcome by service area 2019/20

	Closed	Upheld	Partial	Not upheld
Day to Day	25	7	4	14
Housing Management	13	7	0	6
Gas	4	4	0	0
Planned Maintenance	9	4	3	2
Staff	25	10	6	9
Customer Service Team	1	0	0	1
Housing Options/ Homeless Services	1	0	0	1
Rent / HB	3	0	1	2
Voids	2	0	2	0
Kitchens & Bathrooms	1	1	0	0
Allocations	1	0	1	0
ASB	1	0	0	1
New Build	2	1	1	0
Total	88	34	18	36

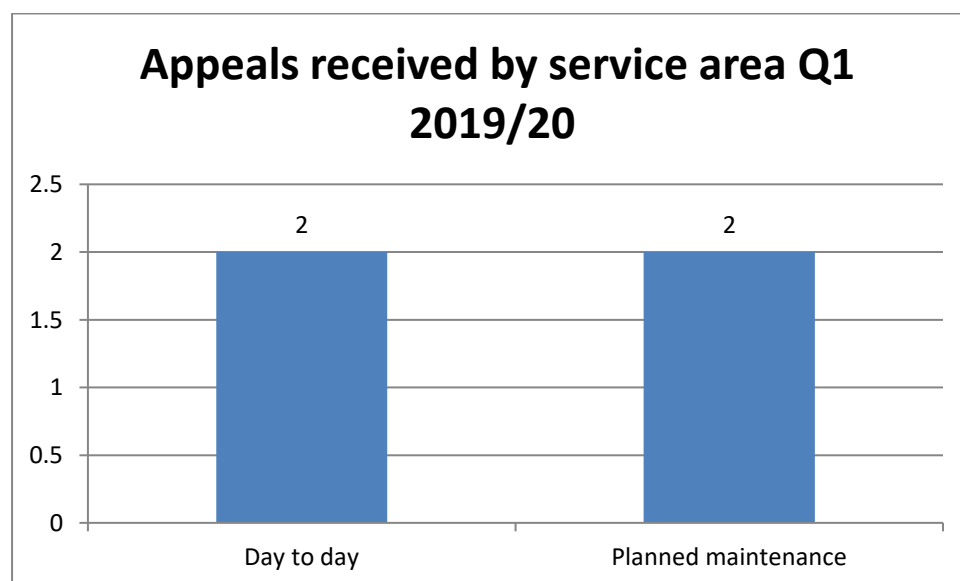
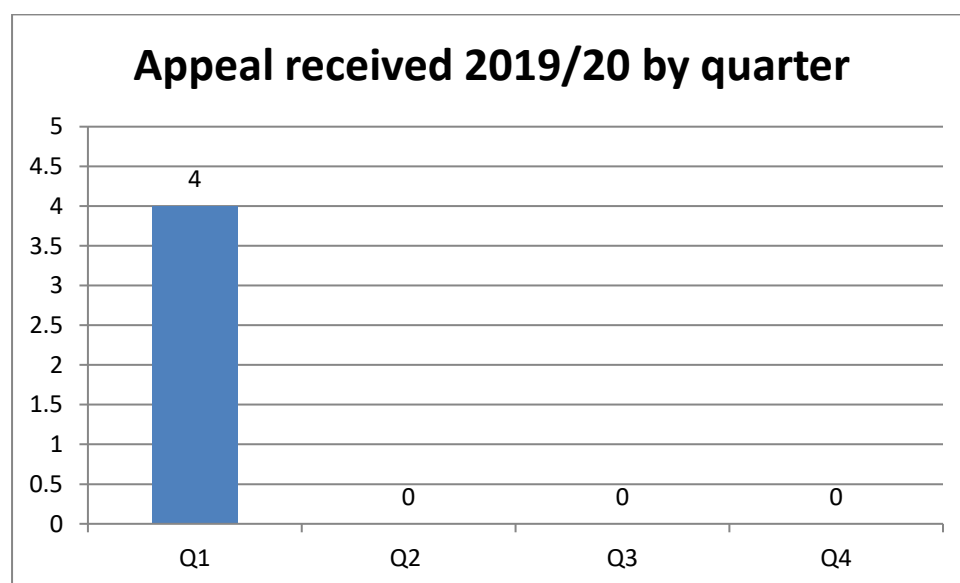
Appeals

The new complaints policy introduced an Appeal stage. In circumstances where a complaint has not been resolved satisfactorily and the customer can provide reasons why the complaint has not been fully investigated, a single stage appeal process can be invoked.

During Q1, 2019/20 there has been a total of 4 appeals recorded.

Complaints escalated to Appeal over last 3 years

	2019/20	2018/19	2017/18
Q1	4	4	1



Of the 4 Appeals received, 3 were closed during Q1, 2 were upheld, 1 partially upheld. In the future we will be discussing the outcome of all appeals at Senior Management Team to ensure that there is learning from this process.

OMBUDSMAN COMPLAINTS

Q1 Appeals Referred to the Ombudsman 2019/20; Nil

Appeals referred to the Ombudsman in Q1 over last 3 years

	2019/20	2018/19	2017/18
Q1	0	0	0

COMPENSATION

In total during Q1 of 2019/20 **£2621** compensation has been paid out. All payments were paid directly onto the rent account.

This compensation figure is solely made up of payments made following a complaint.

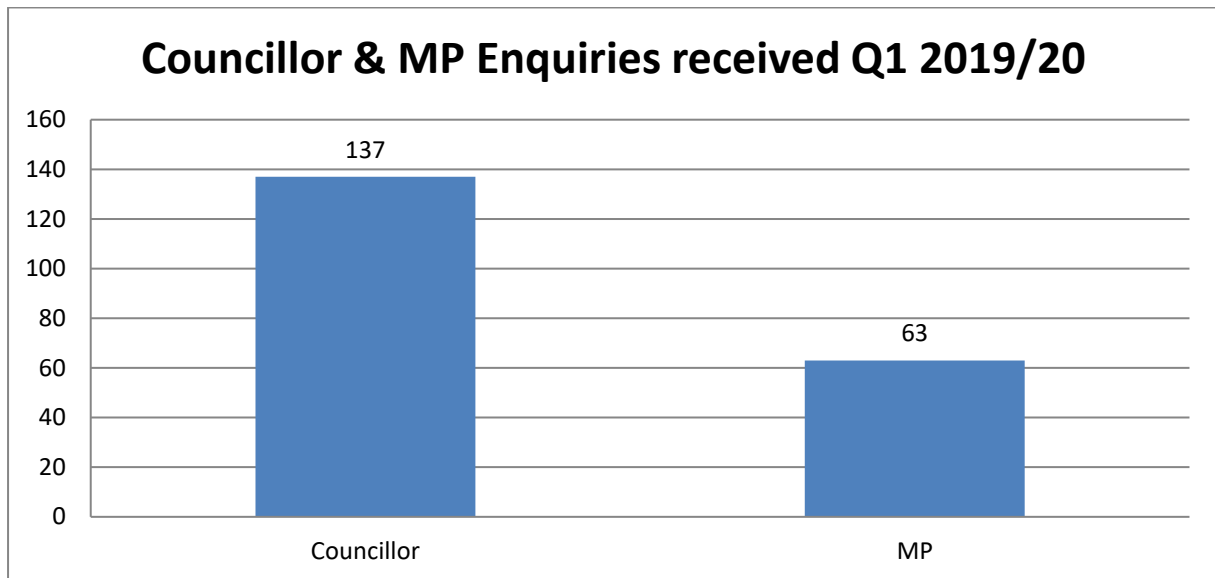
Below is a breakdown of departments who have made compensation:

Team	Amount paid	Number of payments made	Notes
New Build	£1502.00	1	Payment directly to flooring retailers
Day to day	£305.00	6	£150- Disturbance payment £75- Freezer food loss £50- Ongoing leak £30- 3 x missed appointments
Kitchens & Bathrooms	£264.00	1	Washing Machine replaced
Housing Management	£550.00	1	Inconvenience & stress during decant.
Total	£2621.00	9	*

There is an increase in compensation paid. Over 50% was due to a large payment made to replace flooring after a pipe burst in a new build properties acquired from Derby City Council.

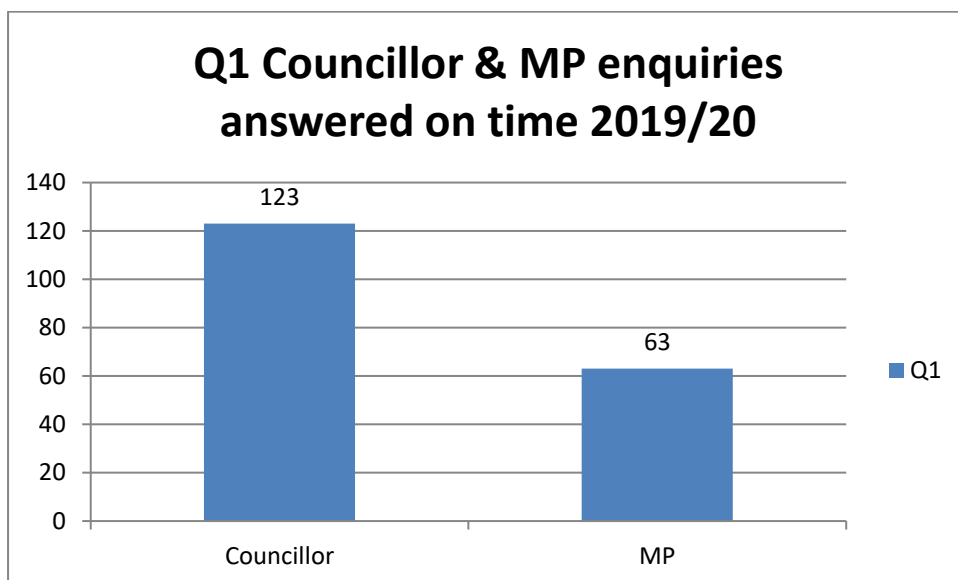
COUNCILLOR/MP ENQUIRIES

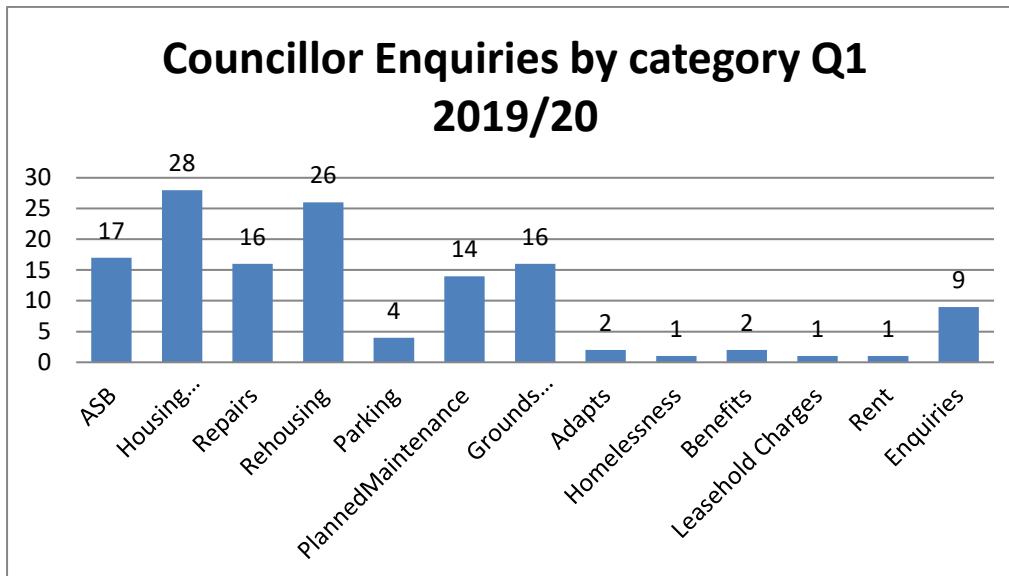
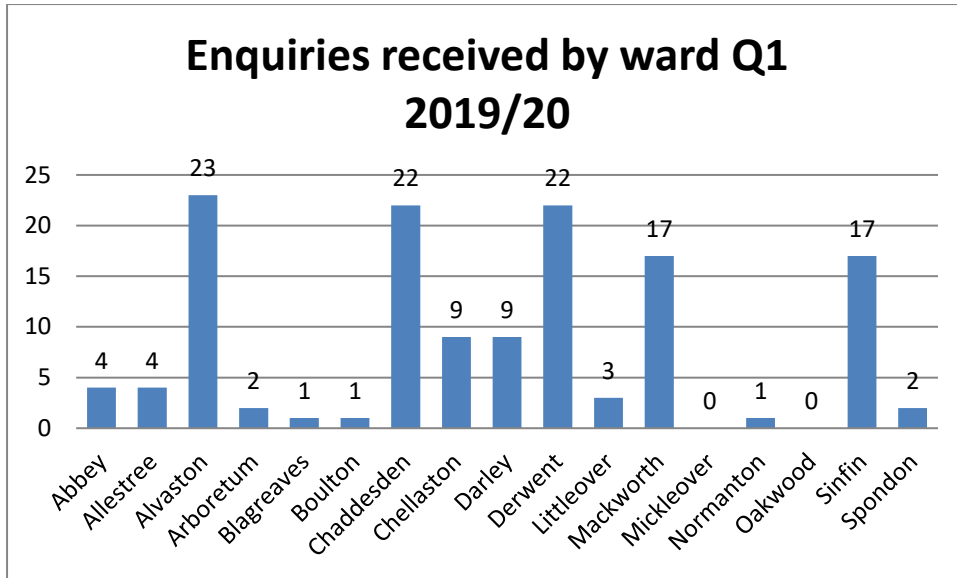
During Q1 2019/20 there was 137 Councillor and 63 MP enquiries received.



During Q1 123 Councillor Enquiries and 63 (100%) MP enquiries were responded to on time

- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days





MP Enquiries

There was a total of 63 MP Enquiries in Q1 2019/20

