

## **COMPLAINTS AND SATISFACTION REPORT**

Report of the Chief Executive

### **1. SUMMARY**

This report provides detailed analysis of complaints received between 1 January and 31 March 2012.

### **2. RECOMMENDATION**

To note and comment on the information as detailed in Appendix 1 Complaints and Satisfaction Report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 Full details of all complaints received are shown on Pages 3 to 5 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter the majority (41%) of complaints were in relation to day to day repairs.
- 3.2 During Quarter 4 a total of 65 complaints were handled. Of these 98.5% were acknowledged within the target time of 2 working days. 94% received a response within the target 10 working days. There were 3 stage 2 complaints and 1 stage 3. There was 1 complaint received from the Ombudsman.
- 3.3 Total figure for the year: 206 Complaints – 189 Stage 1, 14 Stage 2 and 3 Stage 3.
- 3.4 Details of complainants by Age and Ethnicity can be found on page 5 of Appendix 1. The information collected shows no trends.
- 3.5 There were 44 complaint cases closed during Quarter 4. Out of these 14 (32%) were upheld, 25 (57%) were not and 5 (11%) were partially upheld.
- 3.6 Total figure for the year: 42% upheld, 50% not upheld and 8% partially upheld.
- 3.7 There were a total of 96 Councillor enquiries and 10 MP enquires received during Quarter 4. 80% of enquires were responded to within timescales. Detail can be found on page 6 of appendix 1.
- 3.8 There were 37 compliments recorded during Q4, 178 for the year. Details can be found on page 7 of Appendix 1.
- 3.9 Pages 8 - 9, Appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 4 and over the year.

- 3.8 Information on satisfaction levels and all comments received from the surveys are fed back to Service Managers to ensure action is taken to address any areas of underperformance. The Performance Team supports and works with managers to ensure appropriate action is taken.

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

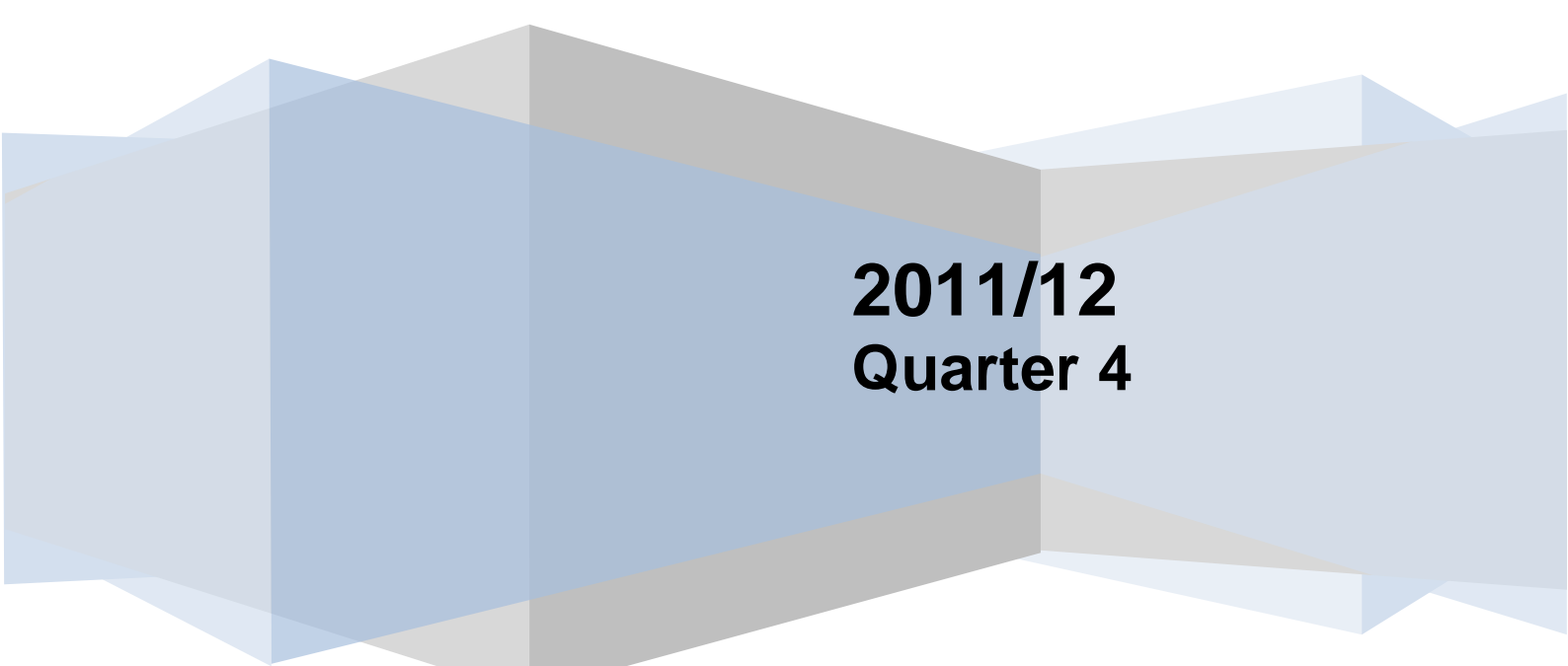
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Margaret.wardle@derbyhomes.org

Background Information: None

Supporting Information: None

# **Derby Homes**

## **COMPLAINTS AND SATISFACTION REPORT 2011/12 Appendix 1**



**2011/12  
Quarter 4**

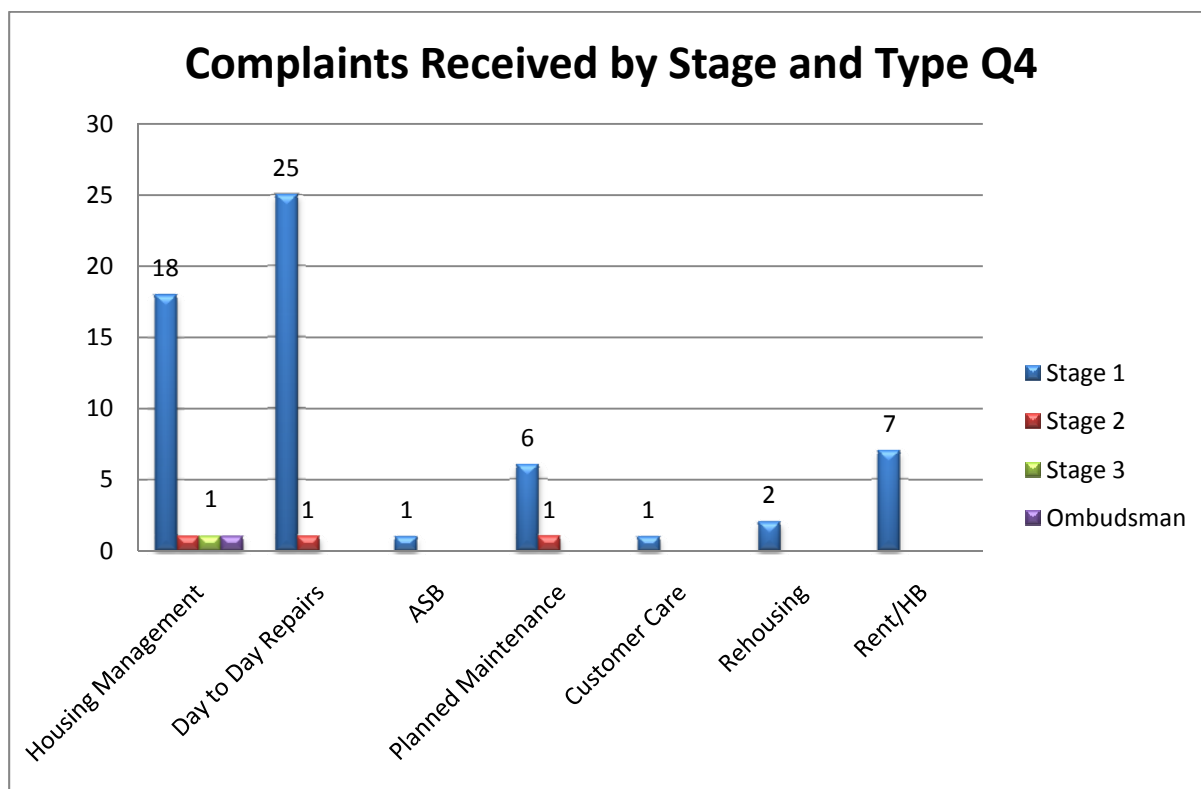
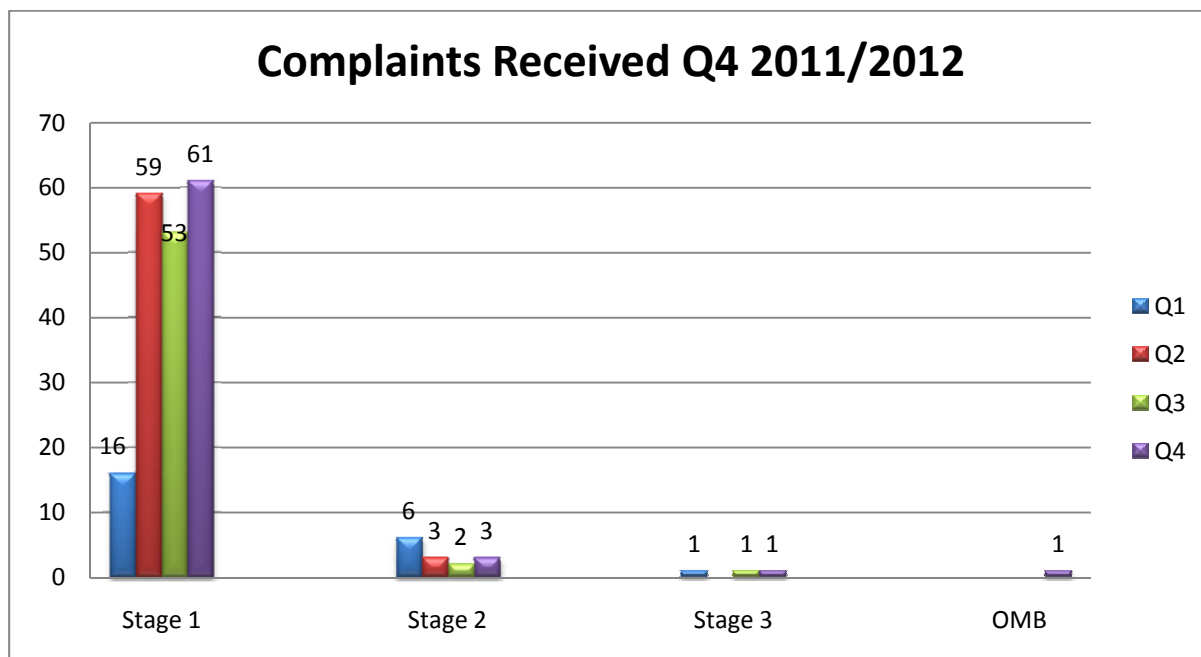
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## COMPLAINTS

During Q4 2011/12 there have been a total of 65 complaints, 61 stage 1, 3 stage 2 and 1 stage 3 recorded. There was also 1 complaint received from the Ombudsman.

Q1: 23 Q2: 62 Q3: 56 Q4: 65 Yearly total 206



## **Breakdown of Complaint Reasons**

### **Housing Management**

General x 9  
Wants solar panels x 4  
Allocation policy x 3  
Garden issues x 4  
Fence issues x 2  
Served NOSP x 2  
Car park issues  
Owner Occupier x 2  
.

### **Day to Day Repairs**

Delays with repair x 11  
Workmen attitude  
Quality of work x 13  
Missed appointment x 3  
Scaffold issues  
Damp  
Vans

### **Customer Care**

SMS issue

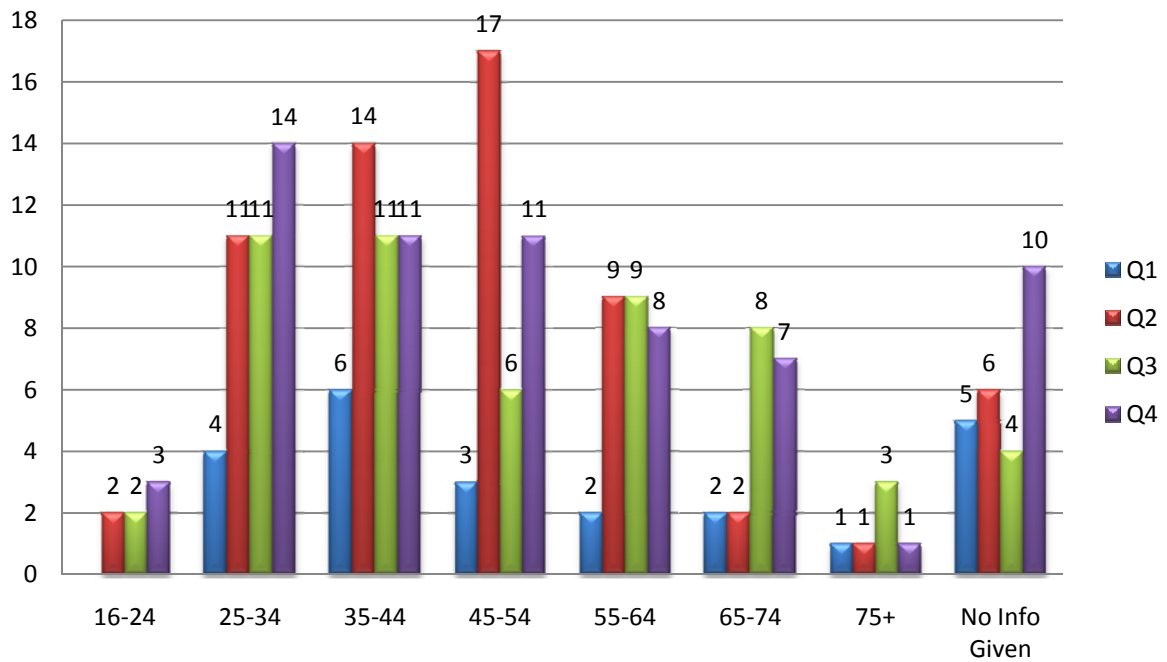
### **Rent/Housing Benefit 3**

Waiting for refund  
Recharge amount  
Rent increase x 3

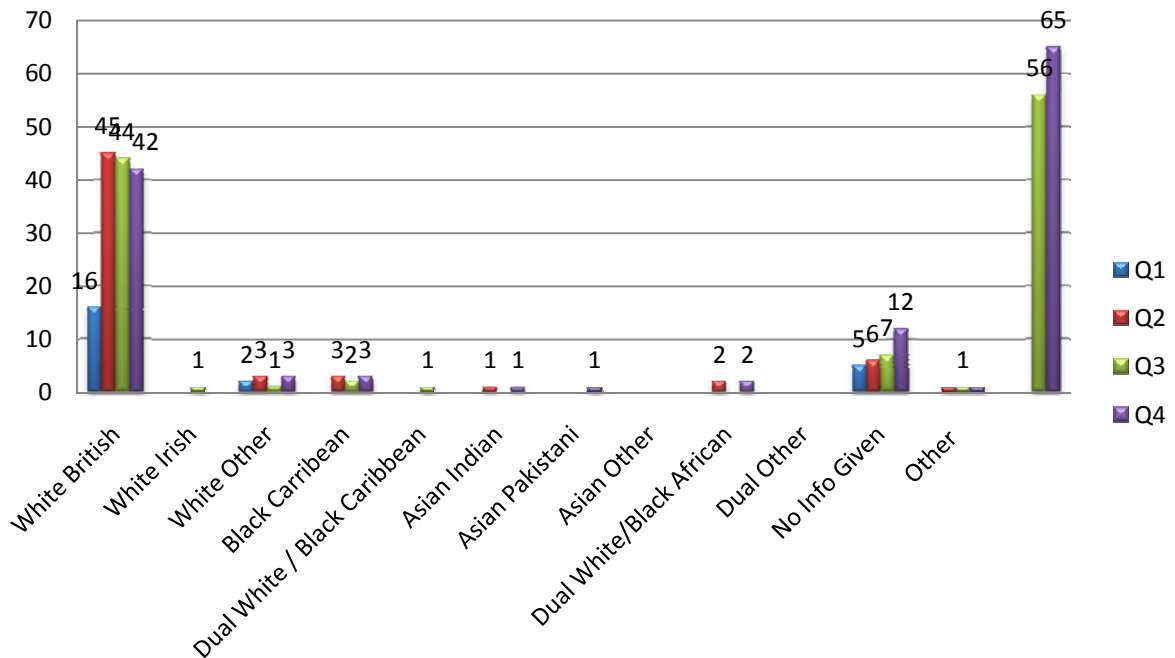
### **ASB**

Car park issue

## Complaints by Age 2011 12

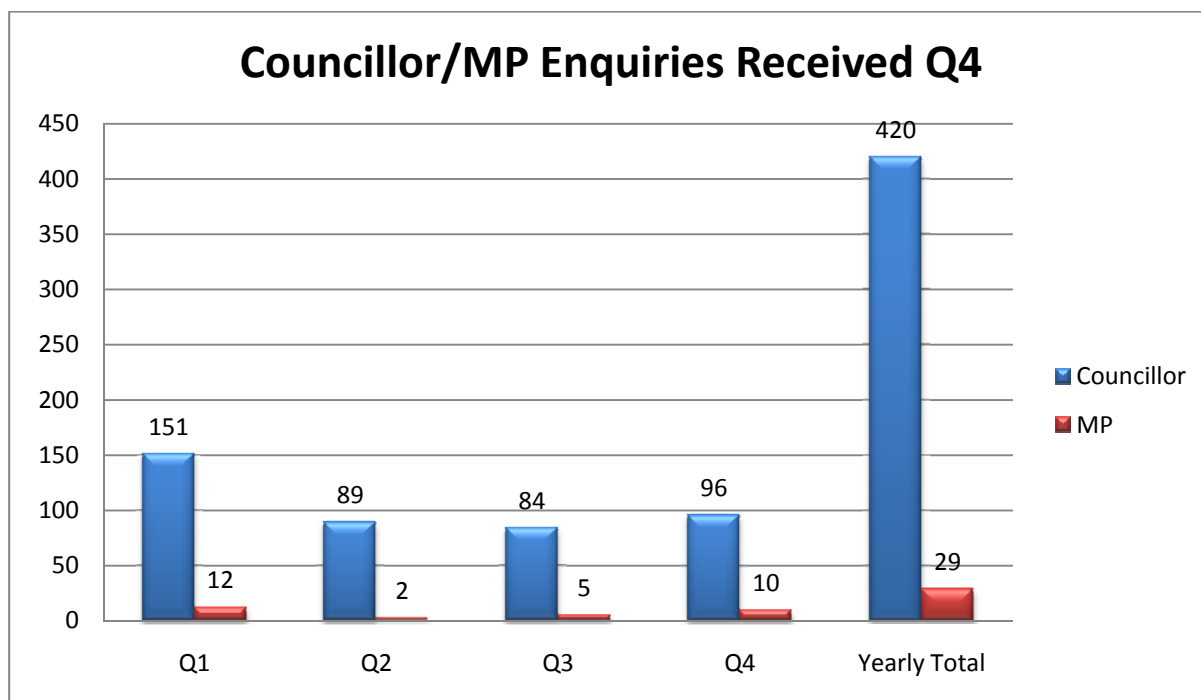


## Complaints by Ethnicity



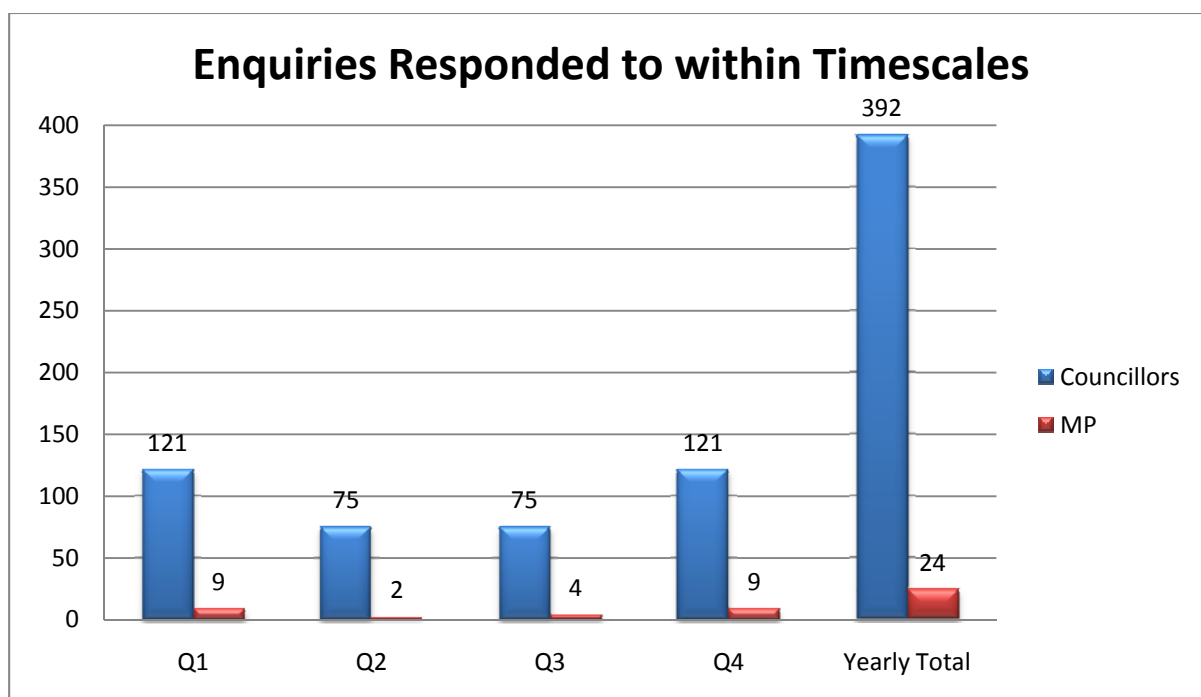
## COUNCILLOR/MP ENQUIRIES

During Q4 2011/12 there were 96 Councillor and 10 MP enquiries received.



Out of these 80% were responded to within current timescales of:

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

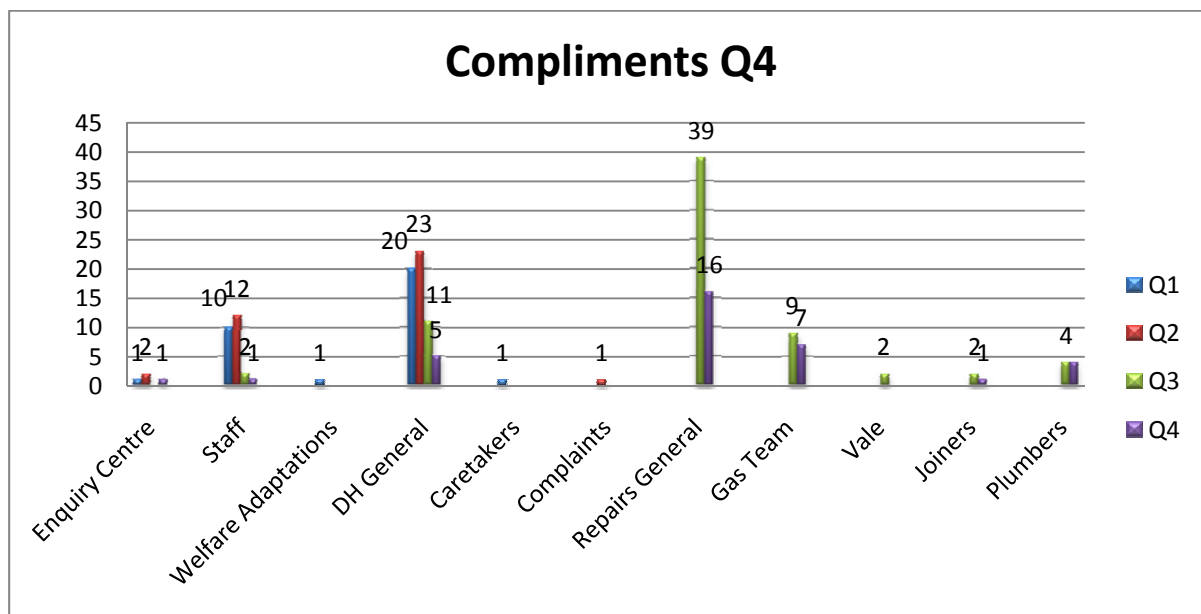


Over the year 84% of enquiries were responded to within the timescales.

## COMPLIMENTS

During Q4 there were 37 compliments received via letter, email, surveys or at Housing Focus groups and have covered many areas. The areas receiving compliments are shown on the graph below.

Q1: 34    Q2: 38    Q3: 69    Q4: 37    Yearly Total: 178



### Sample of compliments received

Very satisfied thank you cannot fault it in any way everyone was so helpful. The lady I spoke to at Derby Homes was so very kind and understanding I think her name was Lyn Repairs Survey December 2011

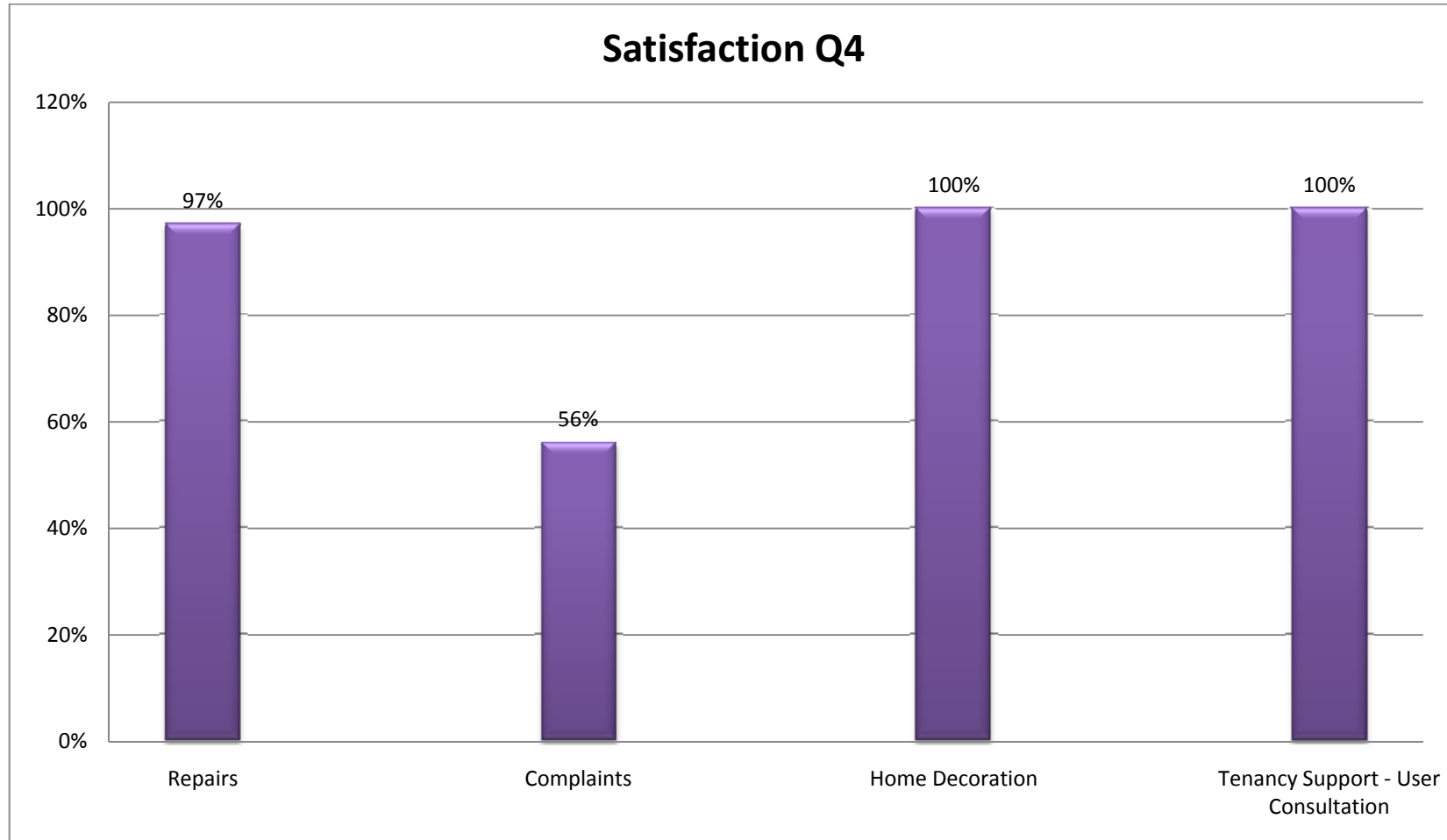
An appointment was made for Thursday 19th January for a Plumber to visit my flat. A young lad named MARK called and did a brilliant repair to my sink which needed a new sink drain, he didn't have the part but immediately went to buy one and came back to finish the job. I can't praise this YOUNG man enough he was polite, efficient and considerate and did a very good job

Miss P called to compliment Derby Homes on work done to property recently they have had new heating etc and a couple of day to day repairs wanted to say how pleased they were with all the work and the workforce

Thank you for such prompt service. The engineer arrived this morning and was very professional in the way he carried out the repair and keeping my wife and I informed as to what he was doing. Please convey our appreciation to the gentleman concerned

Tenant called in saying the workmen did a fantastic job and even wore foot protectors so that the carpets did not get dirty.

Overall Satisfaction across the business for 2011/12 Quarter 4



## Overall Satisfaction 2011/12

