

Derby Homes

**COMPLAINTS &
COMPLIMENTS
REPORT 2019/20 Q2**

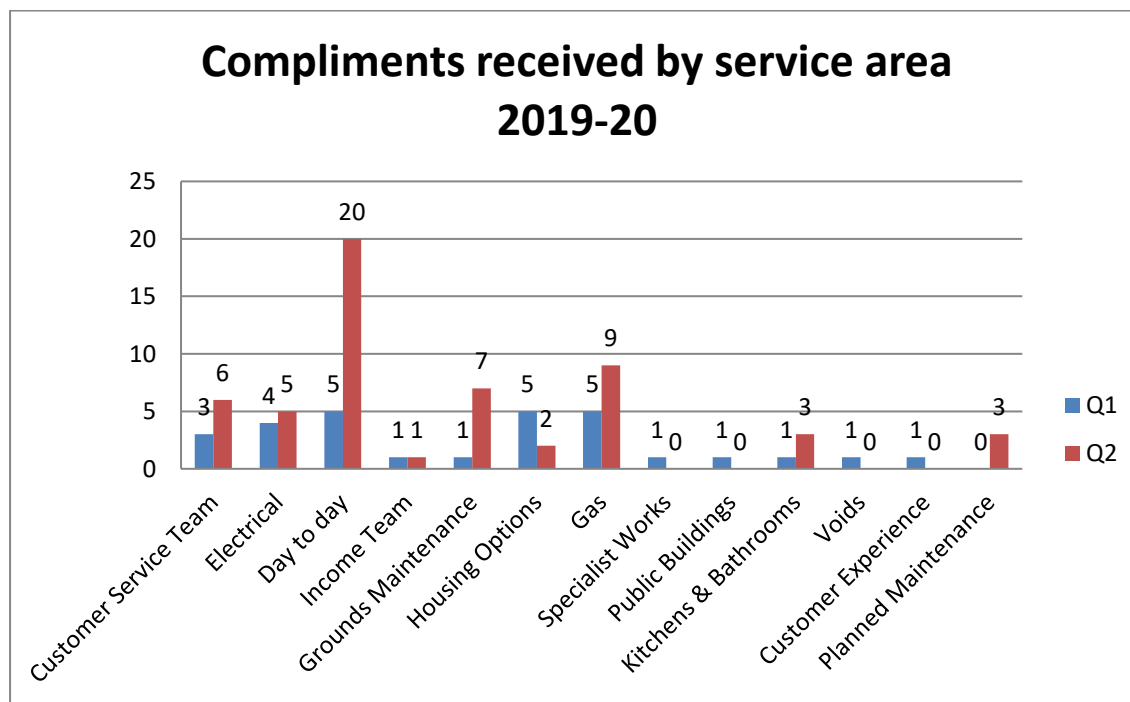
INDEX

COMPLIMENTS	PAGE 3
COMPLAINTS	PAGE 5
APPEALS	PAGE 10
OMBUDSMAN COMPLAINTS	PAGE 10
COMPENSATION	PAGE 11
COUNCILLOR/MP ENQUIRIES	PAGE 12

COMPLIMENTS

We particularly welcome feedback where our staff, services, policies and procedures have exceeded customer expectations and delivered excellent customer satisfaction, we record these as compliments.

There have been 56 compliments recorded in Q2.
This is an increase of 27 Compliments against Q1



Customer Service Team

One of our customers wanted to compliment a team member's consistently good customer service and wrote "A thousand thank you's! You are always ready and willing to help. You listen to me and treat me with respect and understanding. Thank you for being you."

Electrical Servicing

A customer wanted to praise an operative who had completed an Electrical Safety Check. She said that he was "pleasant, non-judgemental & very nice. She wanted to say thank you to him".

Day to Day repairs

"I am delighted to report that my gate has been repaired today by a really pleasant workman from Derby Homes! Thank you"

Income Team

The customer said that the staff member was "...extremely reassuring & helpful, and we greatly appreciate his involvement...we have nothing but praise for him, he has taken time to resolve this situation & calm our fears."

Cleaning & Grounds Maintenance

A Customer rang to say that the "Gardening Team have been and did a fantastic job, were very polite and helpful"

Housing Options

A Customer who had been placed in temporary accommodation contacted Derby Homes to say "...This is just a short note to say a big thank you for all the kindness and politeness you have all shown me through my difficult time..."

Gas Team

A Customer contacted Derby Homes to say, "My Gas Safety Check was completed today, thank you very much young man, brilliant job, well done. Thank you"

Planned Maintenance

A Customer called to compliment the team who had installed the driveway for her, "they have done a wonderful job."

Kitchens & Bathrooms

A Customer advised us that they "...Would like to thank all of the Derby Homes contractors for their hard work during last week with the renovations to the kitchen..."

During this quarter we have seen a significant increase in compliments which is a direct result of reminding staff to record compliments and forward them to the Customer Experience team.

COMPLAINTS

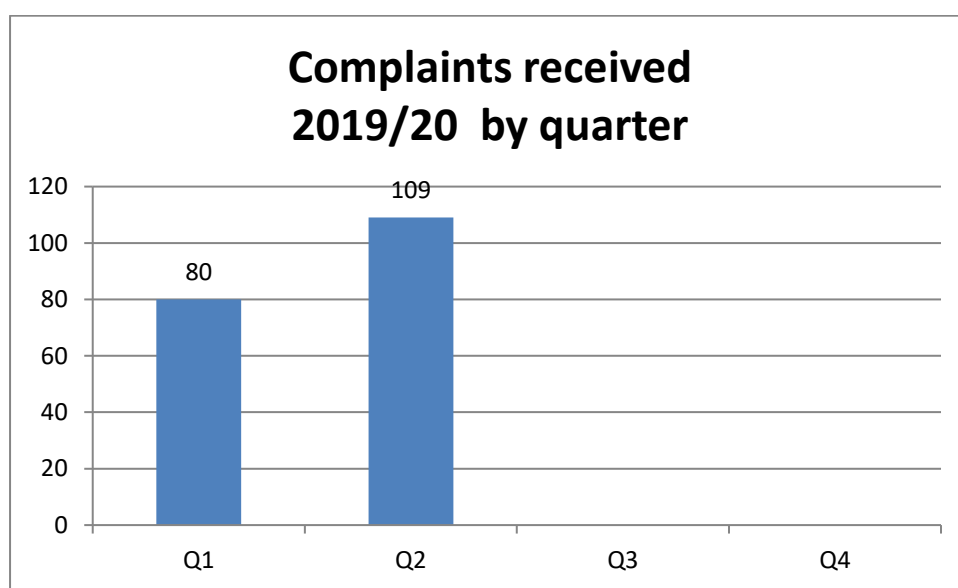
Our Complaints policy defines a complaint as an expression of dissatisfaction with the actions or services provided which cannot be resolved at initial point of contact and requires a formal response.

COMPLAINTS Q2

During Q2, 2019/20 there has been a total of 109 complaints recorded.

Complaints received over last 3 years

	2017/18	2018/19	2019/20
Q2	109	141	109



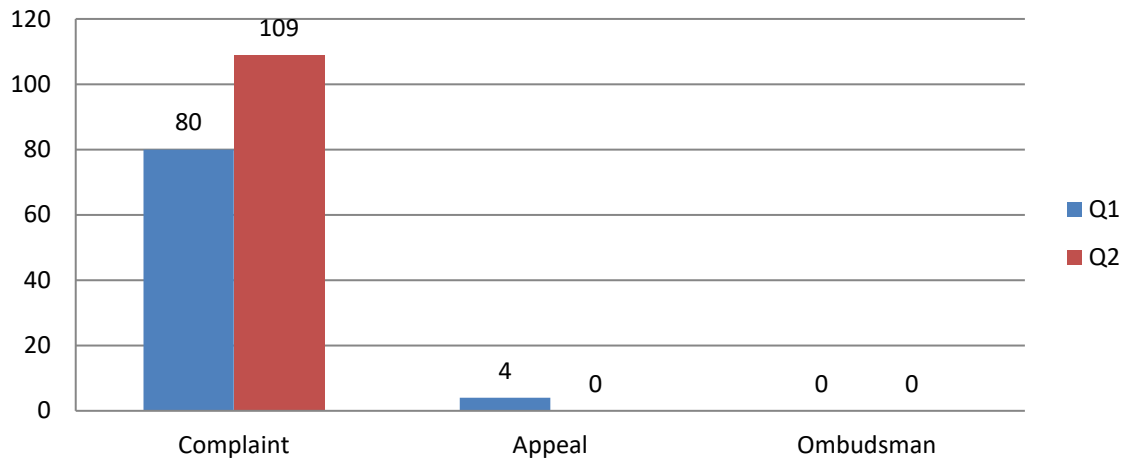
During Q2, we received significantly more complaints in comparison to Q1.

However this is a significant decrease in complaints from the same quarter last year.

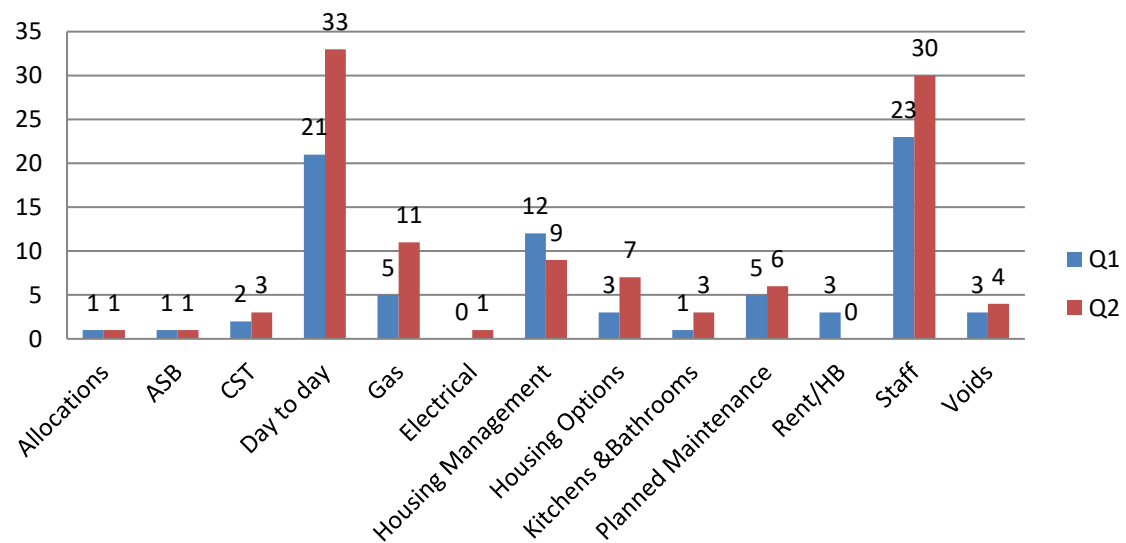
Where a customer contacts the complaints team with an initial request for service or an enquiry, this is passed to the relevant team to the appropriate team to respond to. If a customer contacts the Managing Director to complain they will receive a personalised acknowledgement and detail of which officer will handle their complaint.

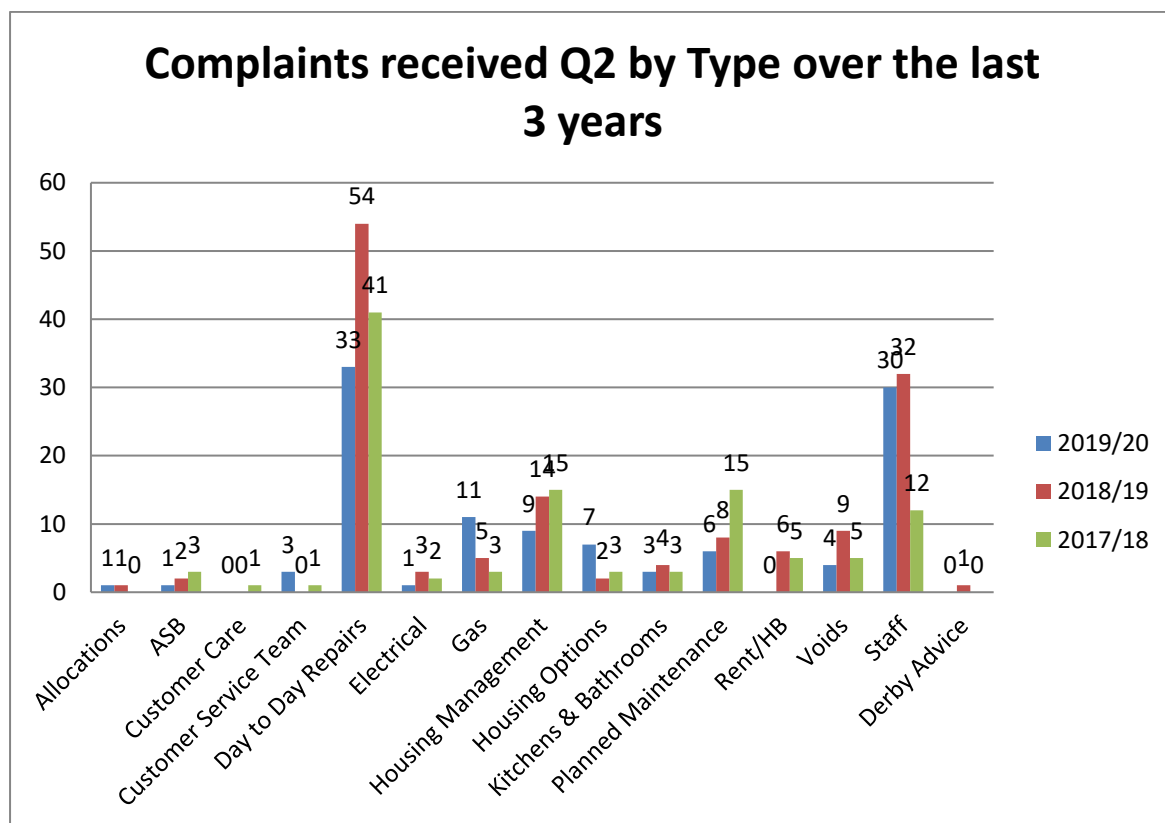
During quarter 2 138 contacts / queries were received through the complaints email inbox which were not categorised as complaints, but were in fact a request for service or advice.

Breakdown of complaints received by stage year to date 2019/2020



Complaints by type 2019/20





Breakdown of the top three departments which received the highest number of Stage One complaints in Q2

Day to day repairs- 33	Staff Complaints- 30	Gas Complaints-11
Pest infestation- 1	Housing Options- 4	Compensation claim- 1
High level of repairs- 1	Income Team- 1	Recharge- 1
Unresolved repairs- 7	ASB-2	Time to resolve repair-1
Outstanding repair- 1	Gas- 4	Ongoing repairs-2
External contractor- 1	Housing Management- 5	Repair left unsafe- 1
Manholes in garden- 2	Kitchens & Bathrooms- 1	Incorrect component-1
Damp/Mould -4	Planned Maintenance-2	Gas safety checks- 3
Workmanship- 1	Customer Service Team- 3	Tap left running post repair-1
Refused renewal – offered repairs- 2	Day to Day- 5	
Rechargeable repair-1	Sub-contractors -3	
Leaks- 7		
Reimbursement -1		
Repair priority- 2		
Mess left- 1		
Scaffolding affecting TV -1		

The largest number of complaints received related to the following service areas:

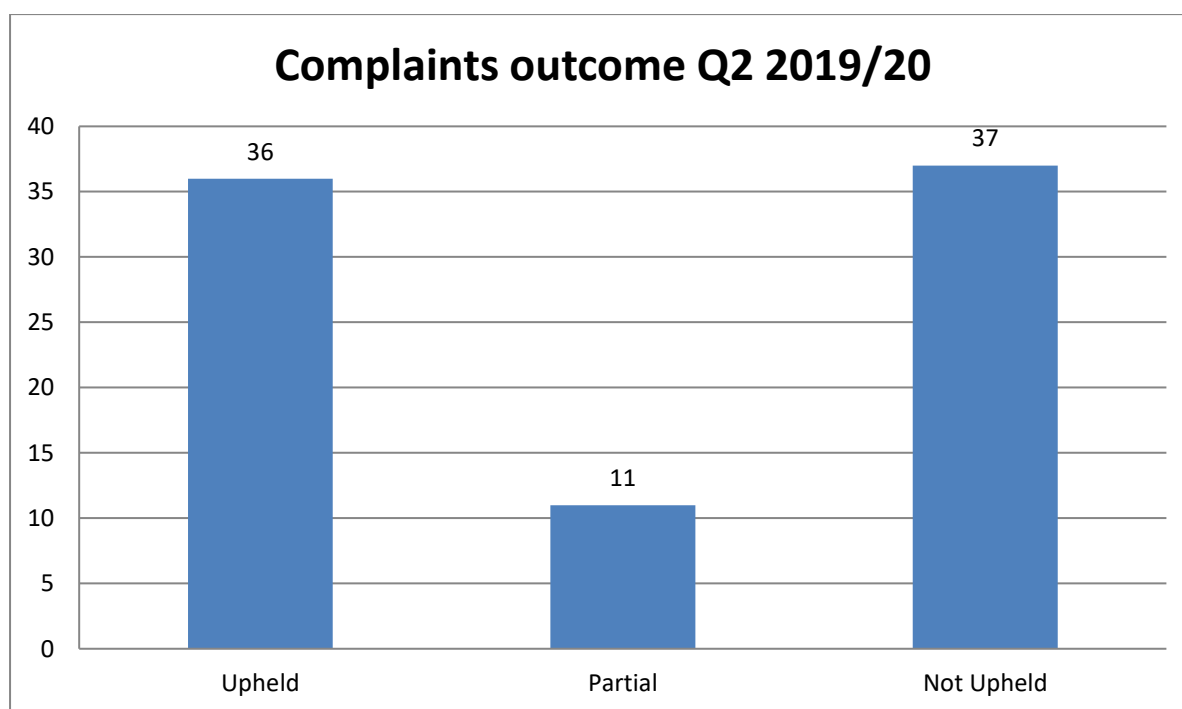
- Day to Day Repair received 33 complaints in Q2, this was a decrease on the same period last year 2018/19. Each quarter complaints about this service remain in the top three. To put this into context this team completed 7547 repairs in Qtr. 2.
- 30 Complaints were received about members of staff. The relevant Head of Service is made aware of any complaints relating to their staff and instruct the appropriate senior officer / manager to investigate the complaint.

Analysis of staff complaints is presented to the Senior Management Team. They are concerned about the rise in staff complaints and are taking a proactive approach to tackle this.

- The gas team have seen an increase in complaints during this quarter following an error where incorrect letters were being generated for gas servicing. This error has now been rectified.

Complaints outcomes

Complaints closed = 84	84
Complaints Upheld = 36	36
Complaints Not Upheld = 37	37
Complaints Partially Upheld = 11	11



Breakdown of all complaints outcome by service area 2019/20

	Closed	Upheld	Partial	Not upheld
Day to Day	24	12	4	8
Housing Management	9	1	1	7
Gas	11	4	1	6
Planned Maintenance	4	3	0	1
Staff	22	12	2	8
Customer Service Team	3	1	1	1
Housing Options/ Homeless Services	5	1	1	3
Rent / HB	1	1	0	0
Voids	1	0	0	1
Kitchens & Bathrooms	2	1	1	0
Allocations	0	0	0	0
ASB	1	0	0	1
Electrical	1	0	0	1
New Build	0	0	0	0
Total	84	36	11	37

Appeals

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 Q2, 2019/20 no new appeals were received.

Complaints escalated to Appeal over last 3 years

	2019/20	2018/19	2017/18
Q1	4	4	1
Q2	0	3	8

2 Appeals were closed in Qtr. 2 from previous quarters;
Both were appeals were relating to the Day to Day repairs service.
These were looked at again by another officer / manager and the outcomes were:

1 Appeal was upheld

1 Appeal was partially upheld

Details of upheld appeals are also being discussed by the Senior Management Team

OMBUDSMAN COMPLAINTS

During this quarter we are not aware of any complaint / appeals progressing to the Housing Ombudsman.

Q2 Appeals Referred to the Ombudsman 2019/20; Nil

	2019/20
Q1	0
Q2	0

COMPENSATION

In total during Q2 of 2019/20 **£976.80** compensation has been paid out. All payments were paid directly onto the rent account.

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

Below is a breakdown of payments made:

Team	Amount paid	Number of payments made	Notes
Gas	£120.00	3	£100- Ongoing complaint £10- Attended with wrong component £10-Tap left running post repair
Kitchens & Bathrooms	£360.43	2	£300- Damage to possessions £60.43- Increased bill due to incorrect instillation.
Staff	£150.00	1	£150- Damage to décor & possessions
Day to day	£326.37	7	£70- Damage to décor £30- Damage to décor x2 £86.40- Reimbursement for locksmith £89.97- Damp/mould issues (1 weeks rent) £10- Missed appointments x2
Customer Service	£20.00	1	Prolonged period without white goods pack fridge freezer
Total	£976.80	14	*

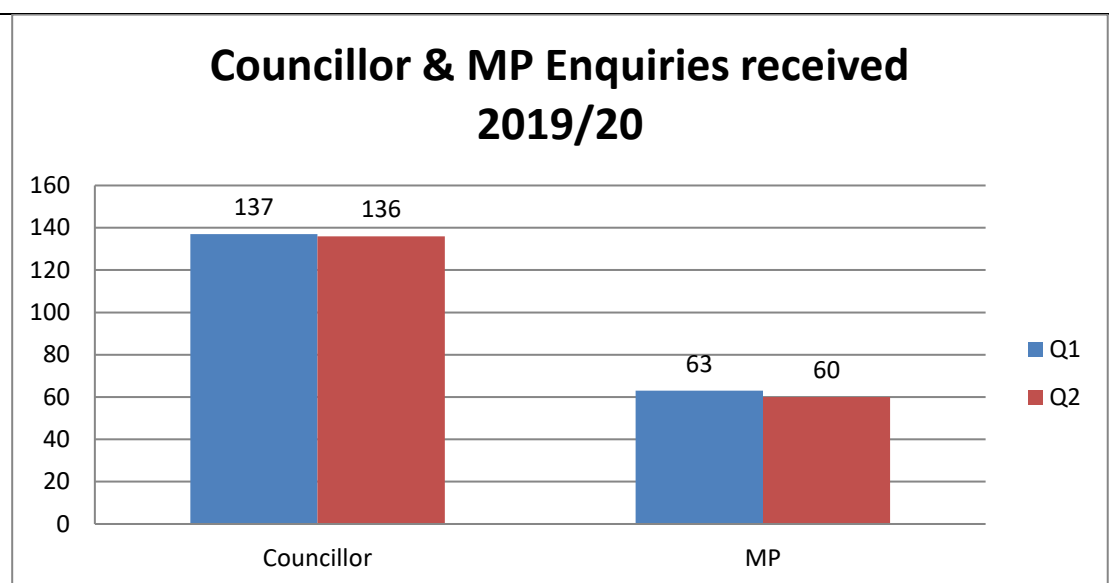
The largest compensation payment in this quarter was following a complaint relating to the Kitchen refurbishment.

The team had done a full kitchen refurbishment however had left open holes where pipes had been removed from an external wall. This resulted in mice entering the property; the infestation damaged the customer's possessions.

We have submitted a lesson learn form in relation to this complaint.

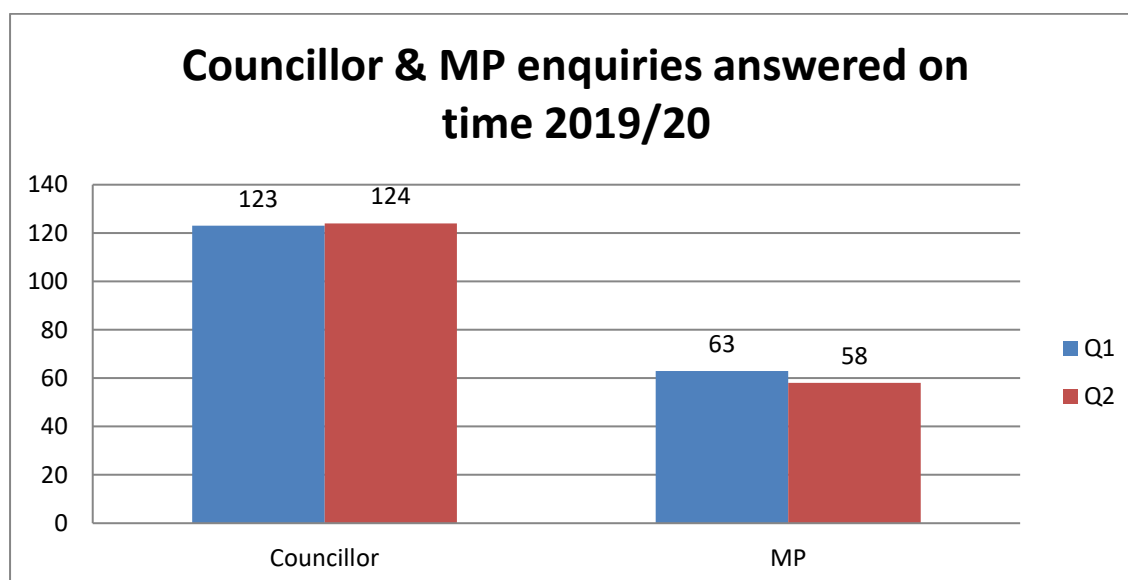
COUNCILLOR/MP ENQUIRIES

During Q2 2019/20 there was 136 Councillor and 60 MP enquiries received.

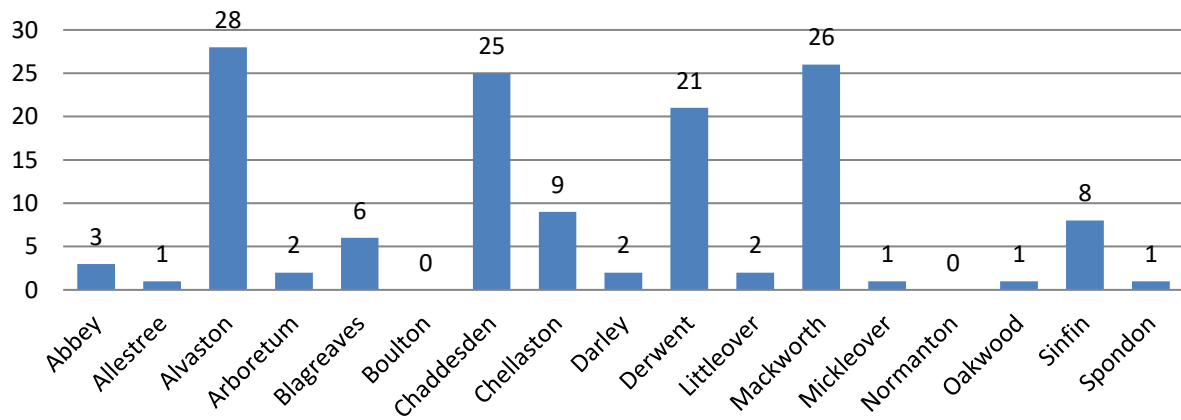


During Q2 124 Councillor Enquiries and 58 MP enquiries were responded to on time

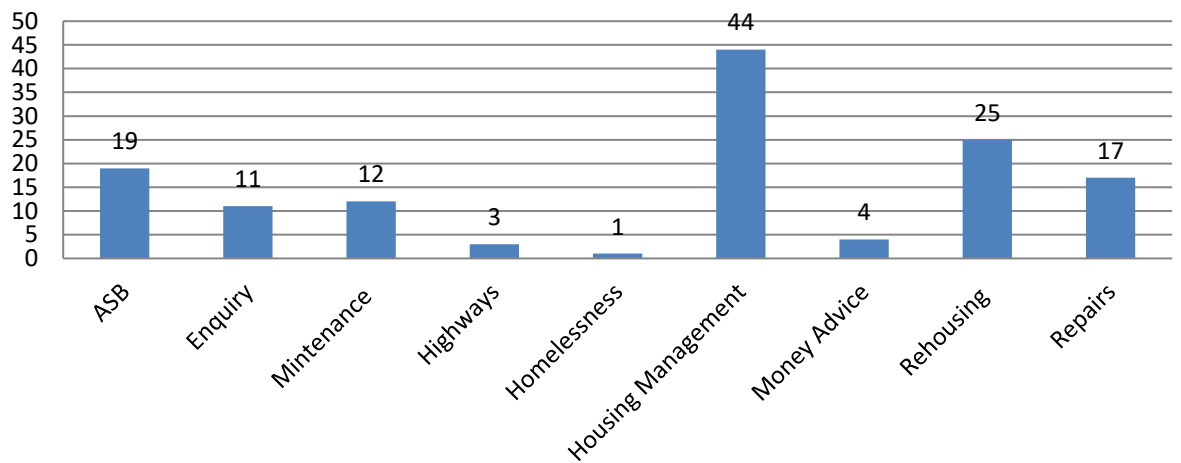
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Enquiries received by ward Q2 2019/20



Councillor Enquiries by Category Q2 2019/20



MP Enquiries

There was a total of 60 MP Enquiries in Q2 2019/20

