

Customer Feedback Report Q1 | July 23



Purpose

To update Customer Forum on the review of Customer Feedback performance of ateb Group.



Background

We provide a wide range of services to our customers to help them live happily in their homes. In delivering these services we always aim to deliver the right outcomes efficiently with a good customer experience.

Whilst we always aim to deliver the outcomes our customers want; we know there will be times when we do not meet customer expectations.

We encourage our customers to give us feedback to help us understand what services are working well and where we are falling short.

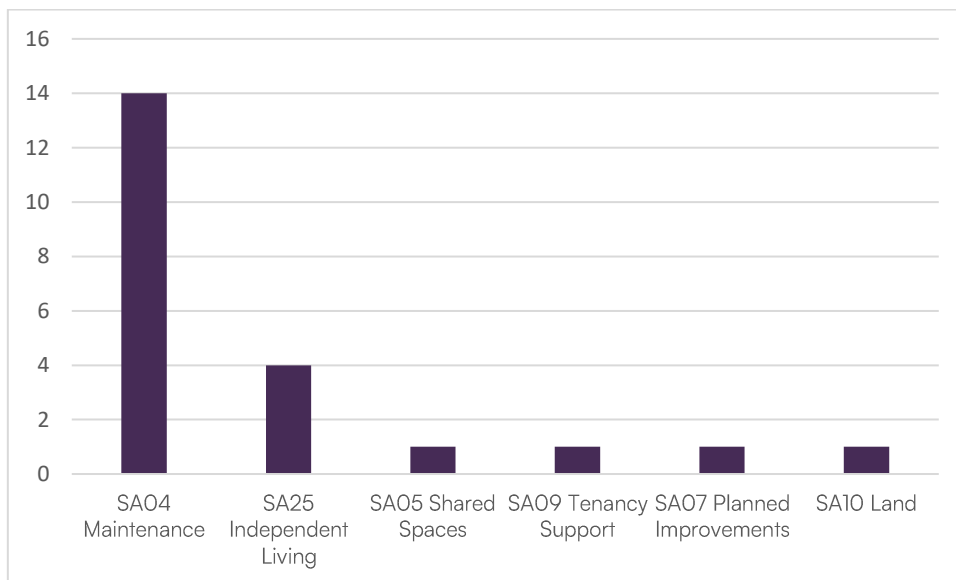
We will always aim to resolve issues as quickly as possible to the satisfaction of the customer raising the concern.

Current Position

Performance Measures

Informal Complaints

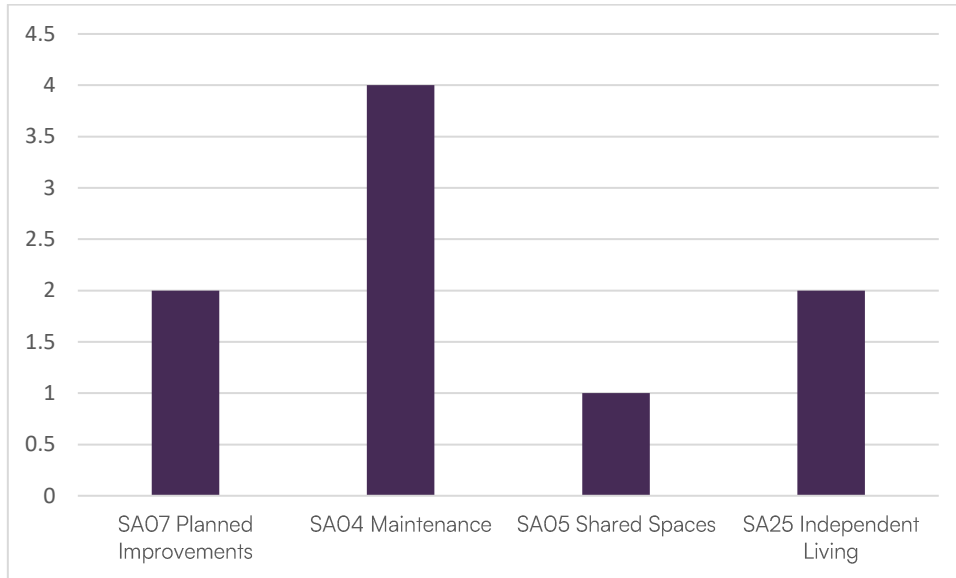
We received 22 informal complaints during the first quarter of this year and Maintenance received the biggest proportion of complaints (15—68%) compared to any other areas of the business in quarter 1.



This type of complaint is usually dealt with by the person taking the initial enquiry with assistance from the relevant department/section.

Formal Complaints

We received a total of 6 formal complaints and some straddled across more than 1 service area, hence why we see a total of more than 6 in the graph.



Maintenance has again seen an increase in the level of complaints (50%) especially as we have received 6 new disrepair cases during quarter 1, compared to last year when we received no new cases.

Ombudsman Cases

We received no enquiries from the Ombudsman during quarter 1.

Trends

It was recognised that further work is required around the maintenance service and this work will be led by the Maintenance and Voids Manager and will involve input from customers.

Improvement Actions

- Introduction of a new reporting system for feedback from 1st August 2023, to be able collect data around Equality, Diversity, and Inclusion.
- Introduction of customer satisfaction surveys for customers making a complaint from 1st August 2023, but all customers that have made a complaint in quarter 1 to be contacted for feedback.
- Toolbox talks to all staff about the importance of recording all complaints and how to do this in a consistent way to be carried out during August and September 2023.
- Seek to get customer representatives to join the quarterly reviews meetings either online or in person by the next meeting in October 2023.

Recommendation

Customer Forum notes the report and the work being undertaken to improve performance of services across the Group.

David Tovey

Head of Customer