

# Customer Scrutiny Review of the Complaints Process

## Purpose

Complaints are a chance to put things right when they have gone wrong. Our Customer Assurance Committee asked the Scrutiny panel to examine the ways in which Citizen communicates with its customers during a complaint.

## Review focus



- Customer information, policies, and procedures
- Information of other housing associations
- The views of service managers and officers
- Customer satisfaction
- Focus group with customers



## Key findings

Effective communication with customers is essential in dealing with complaints

A three-stage process is being used, stage one known as a quick response caused delays

The IT system does not support recording or address of complaints very well

Advisors have good listening skills and empathy when taking complaints calls

Written communications could be more customer friendly and more contacts could be made during the complaint process

# Recommendations & actions taken

## Complaints Webpage

### Recommendation

*Review the complaints webpage and share learning*



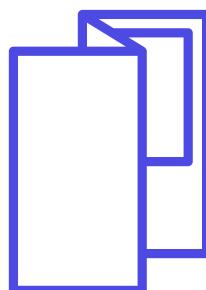
### Action

*Made the page clearer with new infographics that share learning*

## Customer Leaflets

### Recommendation

*Create a clear customer friendly leaflet for tenants*



### Action

*A new leaflet has been created with customer input*

## Updates



### Action

*Improvements have been made to the channels used i.e SMS*

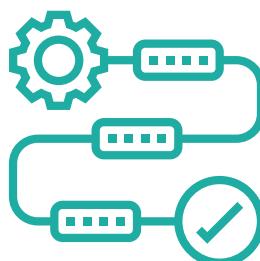
## MyAccount



### Action

*MyAccount has new functions that has improved reporting*

## Removing QR



### Action

*Removed, which is now inline with the Housing Ombudsman code*

### Recommendation

*Remove Quick Resolutions (QR) from the complaint process*

## We also recommended:



*When the Complaints Policy and impact assessment are next reviewed involve customers*



*Improve complaint reporting tools so complaints are directed correctly*



*Customers not to be asked to contact external contractors unless they specifically wish to*

## What has happened since the review and what has been the impact?

### Programme



*The programme of learning 'how to manage complaints' has been implemented to train colleagues as complaint handlers*

### System



*An updated housing management system application is being implemented to support with raising complaints*

### Get Involved

*Want to support Scrutiny reviews? Contact Citizen Customer Engagement at [engagement@citizenhousing.org.uk](mailto:engagement@citizenhousing.org.uk)*