

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



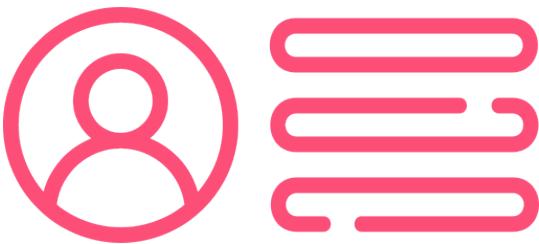
- *Customer information, policies, and procedures*

- *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



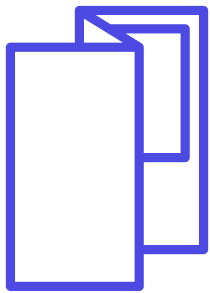
Action

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

Recommendation

Keep customers updated throughout a complaint



Action

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

MyAccount

Recommendation

MyAccount - use to provide updates about complaints



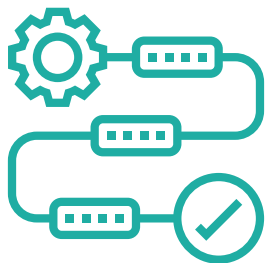
Action

MyAccount has new functions that has improved reporting

Removing QR

Recommendation

Remove Quick Resolutions (QR) from the complaint process



Action

Removed, which is now inline with the Housing Ombudsman code

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