

Examples of how we have used learning from customer complaints

January to March 2024

You said	We did
<p>You said when you made a complaint, we didn't always fully understand your issues.</p>	<p>We've given training and more guidance to our employees who deal with your complaints to make sure that they listen and fully understand your complaint.</p>
<p>You said the information we passed on to contractors that carry out some of our repair work was incorrect and this led to delays in some repairs being done.</p>	<p>We've done refresher training for our employees that record repair information, and we are reviewing how our IT system can better support passing on the right information.</p>
<p>You said sometimes it can take too long to do a repair.</p>	<p>We're making sure repairs are being organised in a timely way following visits to inspect work that needs doing in your home. We are also working with our repair contractors to make sure they are doing repairs in the right timescale and keep you updated if we are waiting for parts to be able to complete the repair.</p>
<p>You said we don't always keep you updated about repairs happening at our supported living schemes - particularly when more than one contractor is involved.</p>	<p>We've improved how we keep you updated by sharing information in communal areas and on notice boards.</p>
<p>You said you've received different information about whether you can store items in communal areas.</p>	<p>We've updated our policy on storing items in communal areas, and briefed employees so that they offer consistent advice about not storing anything in communal areas to reduce fire risks.</p>
<p>You said that if you are unhappy with how we have dealt with antisocial behaviour, it is not clear what you can do about it.</p>	<p>We now share guidance on how you can access an independent case review via the Local Authority if you want a second opinion on how we have dealt with antisocial behaviour.</p>