

thirteen

Managing and building homes

**Complaints Website Information
Customer Involvement Report
Customer Stream Lead – Michelle Lord**

Introduction

The Customer Involvement team were approached to carry out consultation with customers on the information that is to be included in the website on the pages dedicated to complaints.

The aim of the consultation was to gather customers thoughts and feedback on the proposed written information and to establish if they found it easy to understand.

Consultation

The Customer Involvement Coordinator contacted all customers on the database by email with a document attached containing the proposed wording and a link to a survey on Microsoft Forms to complete online. There were 8 questions for the customers to answer with 4 opportunities for them to provide their own comments. A total of 17 responses were received.

Findings

The responses received are as follows:

1. Do you think the information to be added to the website is clear?

100% of respondents answered yes

2. If you answered no please tell us why:

No comments were received.

3. Do you think the information to be added to the website is easy to follow?

100% of respondents answered yes.

4. If you answered no please tell us why:

No comments were received.

5. Do you think the information to be added to the website is easy to understand?

100% of respondents answered yes.

6. If you answered no please tell us why:

No comments were received.

7. Do you think there is any information missing?

94% (16 customers) of respondents answered No.

6% (1 customer) of respondents answered Yes.

8. If you answered yes please tell us what you think needs to be added.

Customer Comment:

I believe the statement “you need to wait eight weeks” is not correct. The Ombudsman has said on various occasions when attending seminars that you don’t have to wait eight weeks.

Managers response:

The Housing Ombudsman Service website was checked and the following information is given:

‘If you have decided not to contact a designated person you can come directly to the Ombudsman eight weeks after your landlord has given you its final response to your complaint’

Therefore, in order to be consistent with the advice offered, we will advise of the 8 week wait on Thirteens website.

Conclusion:

The customers feedback was well received. All the customers who responded found the information clear and easy to understand. A comment relating to the need to wait for 8 weeks before contacting the Housing Ombudsman Service was received to which a response has been provided by the Experience Manager.