

thirteen

Managing and building homes

Customer Engagement Policy Consultation Report

Introduction

Complaint/Claim/Compensation Policy and Procedure Review

The current Complaint/Claim/Compensation policy and procedure are due for renewal. In line with the Customer Involvement Framework involved customers who had expressed an interest in reviewing policies and carrying out online consultation were provided with a copy of the policy and procedure and asked to read them prior to answering a series of questions. Involved customers were given the policy and questions on 16th April 2020 with a deadline for responses to be received by 23rd April 2020.

The questionnaire was a mixture of open and closed questions with the involved customers being given the opportunity to make comments on seven occasions.

Responses

Copies of the policy along with a questionnaire were emailed to 203 involved customers with a link to complete the online questionnaire. A total of 19 responses were received.

Findings

The responses received are as follows:

1. Are all three documents clear and easy to follow?
100% of respondents thought that the documents were clear and easy to follow
2. If you answered NO, which documents and why?
No comments received.
3. Do you think the wording in all three documents is easy to understand?
100% of respondents thought that the documents were easy to understand.
4. If you answered no can you please tell us why?
No comments received.
5. Does the service seem easy to use?
95% of respondents thought that it was easy to use.

6. If you answered NO can you please tell us why?

Customers comment: I am mildly surprised that an issue has to be raised THREE times before it rates as a complaint at all. Is there a statement to this effect in your literature to the client? I ask, because when I raise an issue with Thirteen, it often just disappears and nothing more is heard. It would have to be something really urgent to make a complainant keep coming back like that, and within the timeframe of one month.

Managers response: This is something that is picked up within the Contact Team and not within the Customer Relations Team. Recent conversations have taken place with the senior team within Contact to confirm this still happens as some of the avoidable contact information would suggest it is not happening 100% of the time. It has been confirmed yes this should still be doing and as all calls should be going through the Contact Team and they can monitor the calls coming in, they are escalating issues when they hit this trigger. They also have a repeat caller process where these are picked up and interrogated further (if further information is required on this process, please contact the management team within Contact)

7. Does the process seem straight forward and easy to understand/follow?

100% of respondents thought it was straight forward and easy to follow.

8. If you answered NO please tell us why?

No comments received.

9. Do you think Thirteen are discriminating against any particular customer group?

89% of respondents thought Thirteen were not discriminating against any customer group.

10. If you answered YES please tell us why?

Customer comment: you all been so good to me.

Managers response: n/a

Customer comment: A personal issue was mentioned.

Managers response: This is a personal issue and not linked to the policy and procedure. It has been passed to the neighbourhood team and the electrical team to respond directly to the customer.

11. Is there anything you think should be included that isn't currently?

89% of customers said no.

Customers comment: When reading not once did I see about data protection or confidentiality.

Managers response: Section 4.1.3 and 4.2.3 of the policy details complaints made by 3rd parties will be dealt with in line with data protection. Further mention has been added regarding confidentiality to section 1.4. Section 2.2 of the procedure highlights confidentiality

Customers comment: Timescales

Managers response: Within the procedure, it highlights the timescales involved for each stage of the process (section 3.1.5 and 3.1.12 and 3.2.5)

12. Do you have any other comments?

Customers comment: A very clear and easy to understand policy

Managers response: n/a

Customers comment: Helpline for people or online information

Managers response: This is available on the website and in the leaflet, not appropriate to include in the policy or procedure

Customers comment: Very well written one of the easiest to read.

Managers response: n/a

Customers comment: In the second CLAIM letter, there is an apology about not being able to reply within 15 days..... And it is repeated again in the subsequent sentence.

Managers response: No duplication found – no action taken

Customers comment: I think it is a well written policy. Well done

Managers response: n/a

Customers comment: All looked friendly and informative enough for me.

Managers response: n/a

Conclusion:

The customers feedback was well received.
The customers found the policy clear and easy to read.

Action:

Feedback has been provided to the customers comments by the Customer Relations Team Leader.

There has been one minor change made as recommended to confirm confidentiality in section 1.4.