

### How are we performing?

April – June 2023



Stage 1:  
**298**  
complaints handled in  
4.17 days on average

Stage 2:  
**22**  
complaints handled  
in 8.11 days on average

# 100%

of all complaints have been handled in timescale, with a satisfaction score of 84%.



### Learning from our complaints

We want to ensure we are responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we will learn from customer feedback – here's an example of this learning from the last few months:

#### Feedback

You said that letters were too formal and difficult to read.

#### Action

We have reviewed the format of our letters. We have changed the layout and are now using more customer friendly language. We continue to remain in compliance with the Housing Ombudsman guidelines and we will continue to review our processes to ensure we provide high quality customer service.

#### Result

Messaging is clearer for customers to understand as customer letters are now easier to read using less formal language.

### You said, we listened

#### You said:

You said you'd like to attend our customer involvement events but couldn't make it during working hours, or it was too far to travel.



#### We did:

We held a number of localised events including one on a weekend, in addition to an online webinar event on an evening so that more customers could attend.



#### You said:

You suggested we should have representation from our customers at our focus groups with our Internal Investment team.



#### We did:

We have now invited one of our involved stream leads to input regularly and help inform how we deliver our Investment programmes.

