

Customer Engagement Policy Consultation Report

Introduction

Policy Review – Complaints, Compliments & Feedback Policy

The current Complaints, Compliments & Feedback Policy is due for renewal. In line with the Customer Involvement Framework involved customers who had expressed an interest in reviewing policies and online activities were provided with a copy of the policy and asked to read it prior to answering a series of questions. Involved customers were given the policy and questions on 08/02/2021 with a deadline for responses to be received by 14/02/2021.

The majority of the questions were closed questions with the involved customers being given the opportunity to make comments on five occasions.

Responses

Copies of the policy along with a questionnaire were sent out to 203 involved customers, all by email with a link to complete the online questionnaire. A total of 7 responses were received.

Findings

The responses received are as follows:

1. Do you think the Complaints, Compliments & Feedback Policy is clear and easy to follow?

100% of respondents answered Yes.

2. Do you think the wording in the Complaints, Compliments & Feedback Policy is easy to understand?

86% of respondents answered Yes.

14% of respondents answered No.

Customer comment: some people might not know what vexatious means.

Manager response: vexatious is a technical term used by the Housing Ombudsman.

Customer comment: certain words might need to be explained.

Manager response: unable to know which to explain as not identified in feedback.

Customer comment: please check grammar on all policies as extra words are added that don't need to be there or are missed out.

3. Does the policy state that it is a simple and accessible service to access?

100% of respondents answered Yes.

4. Does the policy state that it is a simple and accessible service to access?

100% of respondents answered Yes.

5. Does the policy state that complaints will be dealt with promptly and politely?

100% of respondents answered Yes.

6. Are there any comments you would like to make about the Complaints, Compliments and Feedback Policy?

Customer comment: I feel this is a well explained and easy to understand policy.

Customer comment: Think it is a good report.

Customer comment: Good document.

Customer comment: This policy was easy to read and understand.

Customer comment: 4.1.4 stage one does not mention timescales, but stage two does.

Manager response: I can't see a timescale detailed in either paragraph, the timescales are detailed in the procedure.

Customer comment: 4.1.6 should be if the customer.

Manager response: amended.

Customer comment: 8. Only mentions reporting to board and does not mention reporting to performance group or to the rest of the customers via the customer newsletters or the annual report or to statutory bodies via the regulatory framework.

Manager response: added new section – “The Performance and Complaints Customer Group will monitor performance and trends to identify and recommend service improvements and organisational learning”.

Conclusion:

The customers feedback was well received. The majority of customers found the policy clear and easy to read. A couple of comments were made by the customers to which a response has been received from the Head of Governance and Compliance.

Actions:

Minor amendments made to the Policy following consultation with customers. This included amending wording in section 4.1.6 and adding a paragraph around reporting on performance information in section 8. Policy to be sent to Board for final approval.

Declaration:

I agree that the Customer Consultation was carried out and the results have been agreed as above.

Signed (Chair)	Name	...J.A.L. SCOLLEN.....
	Signature	...J. Scollen.....
Date	16/02/2021	