

Annual Complaints Service Report – 2017/18

At Rosebery, we view complaints as an important way to receive feedback about the services we provide. Complaints let us know when we have got things wrong and allows us to work with complainants to put things right and learn important lessons from feedback to improve services

Here is a summary of the number and nature of complaints received from April 2017 to March 2018. In total we received 27 formal complaints.

The number of complaints received at each stage of our complaints process is shown in the table below:

Complaint Types	2017/18
Stage 1 (internal)	27
Stage 2 (internal)	2

On average we received two complaints per month. Seasonally the most complaints were received in Quarter 4 (Jan-Mar) and the majority of these were related to responsive repairs.

A breakdown of complaints received by service area is shown below:

Service Area	2017/18
Responsive Repairs	12
Gas (T-Brown)	4
Estate Services	1
Rent & Service charges	3
Anti-social behaviour	2
Allocations/Lettings	2
Managing Agent (Repairs)	2
Mutual Exchange	1
Total	27

A breakdown of complaints received by root causes is shown below:

Root causes	2017/18
Delays in completing repair works	10
Miscommunications	5
Not returning communications	3
Quality of works	4
Sub-contractor	1
Miscellaneous	4
Total	27

A breakdown of complaints upheld or partially upheld is listed below:

Complaints	Outcome
Upheld	14
Partially upheld	2
Open	11
Total	27

The majority of all complaints received were related to responsive repairs (44%) and the predominant root (37%) cause was due to delays in completing works.

A breakdown of our complaints performance is shown below:

Complaints	Target	Performance
% of complaints resolved at Stage 1 (Non-cumulative)	90%	92%
% of all complaints escalated and resolved at Stage 2	90%	50%
Complaints acknowledged within timescale (2 working days)	90%	100%
Complaints responded to within timescales (10 working days)	90%	100%

Learning from complaints - You said, we did...

The overall numbers of complaints received by Rosebery remains low. Compared to 2016/17, complaints have gone down by 25%; it is therefore difficult to ascertain any meaningful trends with their being so few formal complaints. However, here are some of the actions we have taken, as a result of your complaints in 2017/18:

You said:

Poor communications and staff not getting back to customers in a timely fashion

We did:

As part of our digital transformation programme we are currently in the process of procuring a new Contact Centre telephony system. This will greatly improved the way we communicate and respond to you. This year we plan to ensure all customer facing staff has full access to our Customer Contact Centre, so all customer enquiries are handled in an efficient and consistent way, in one system, which all staff dealing with your enquiries, have access to. This will also allow us to monitor, track and deal with enquiries correctly and resolve at first point of contact in a timely manner.

You said:

Why are you not carrying out this repair in my home?

We did:

There are some repairs which are tenant's responsibility to complete which means Rosebery will not carry those repairs. Although this information is available in tenancy handbooks, we are reviewing how we can ensure that everyone knows exactly what we can and cannot help with. This will be done in consultation with customers.