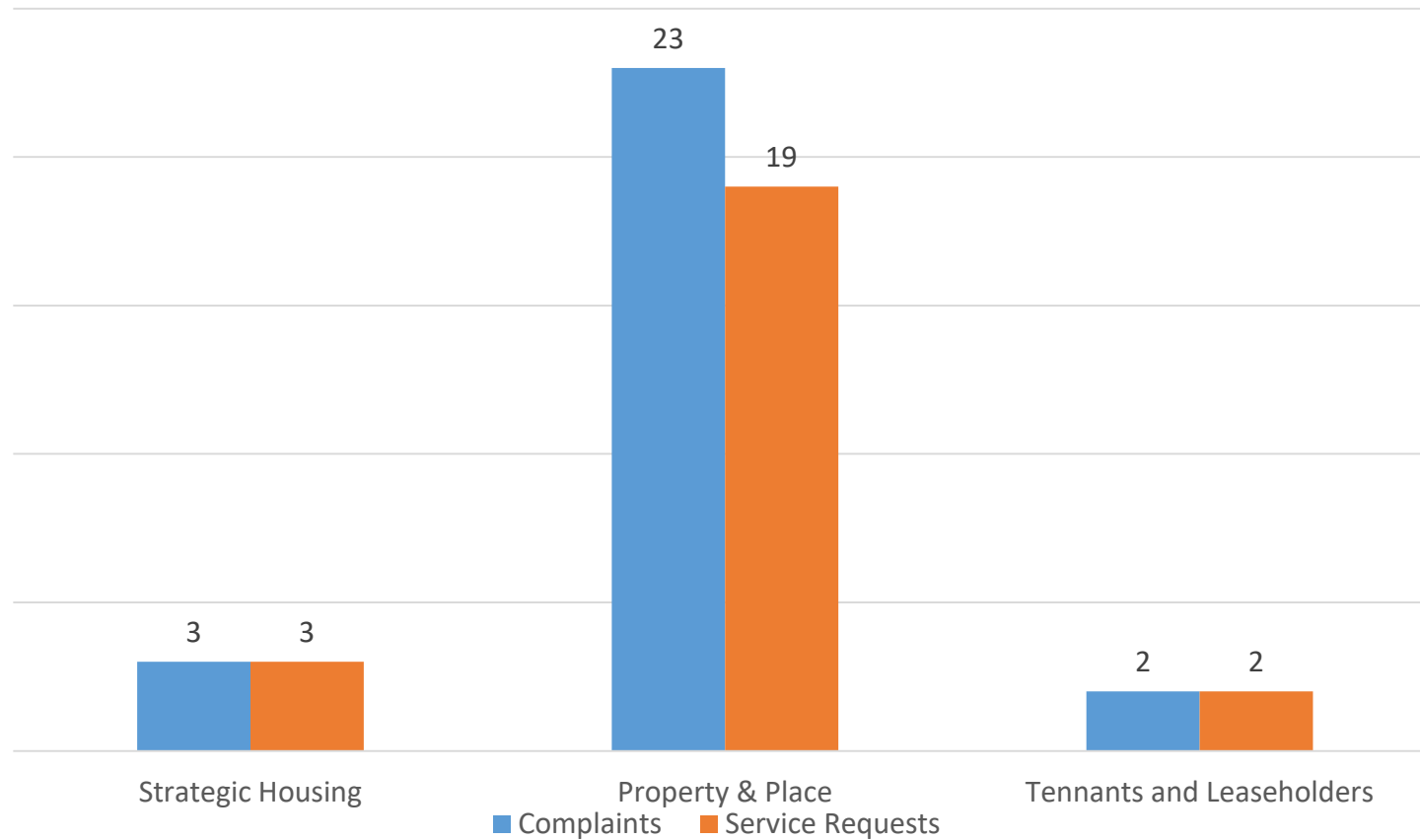




January 2022

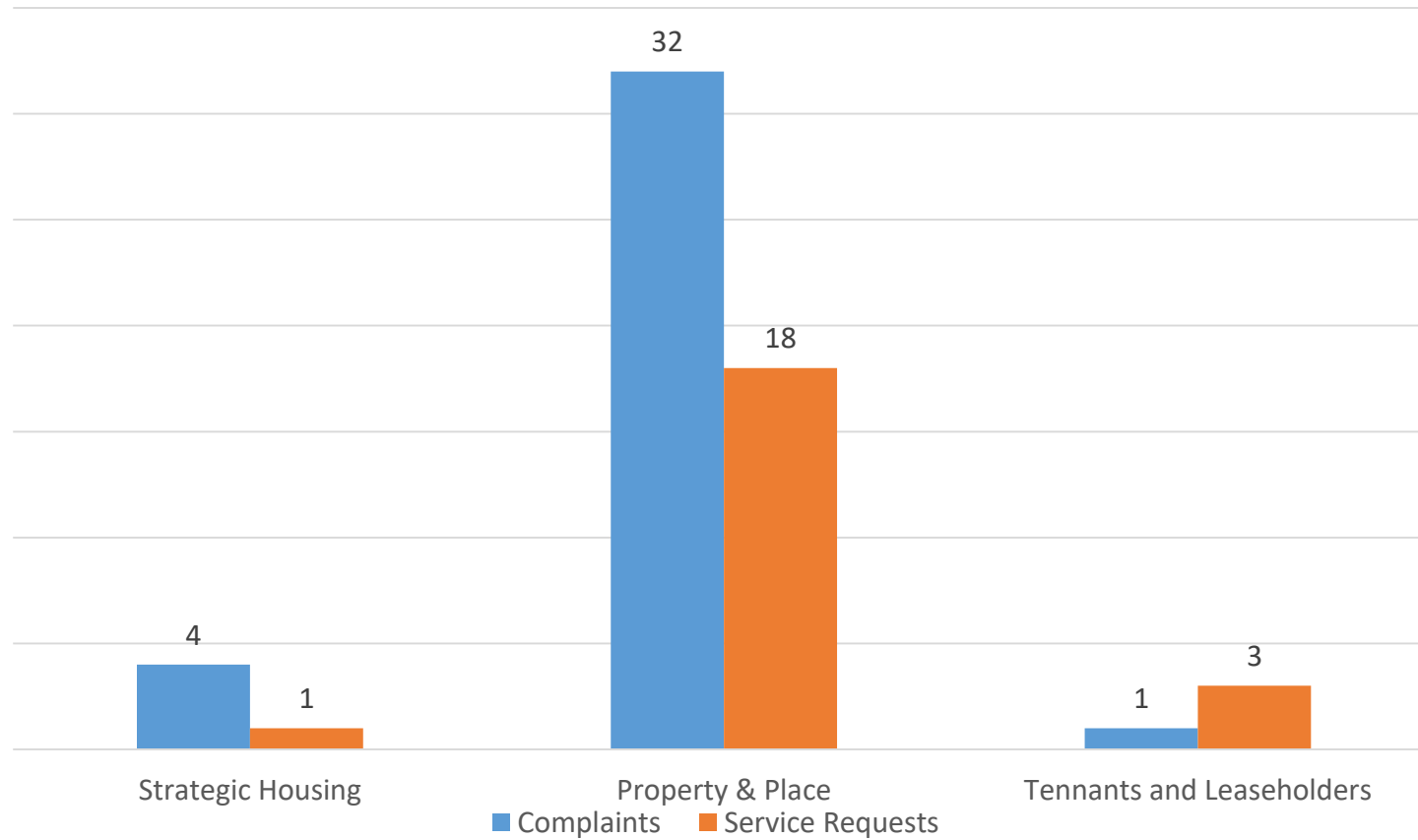


Complaints and Service Requests

January- April 2022

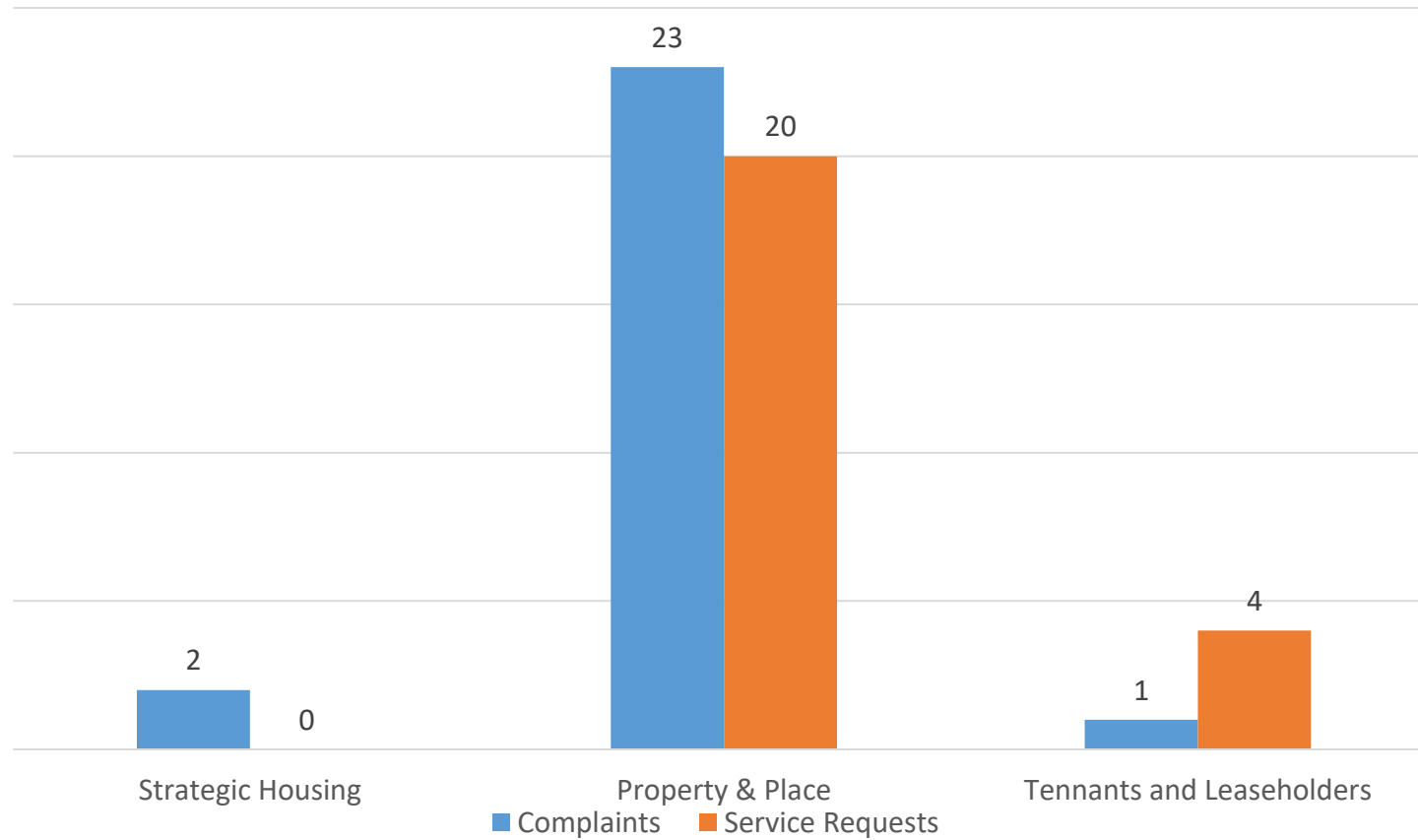


February 2022



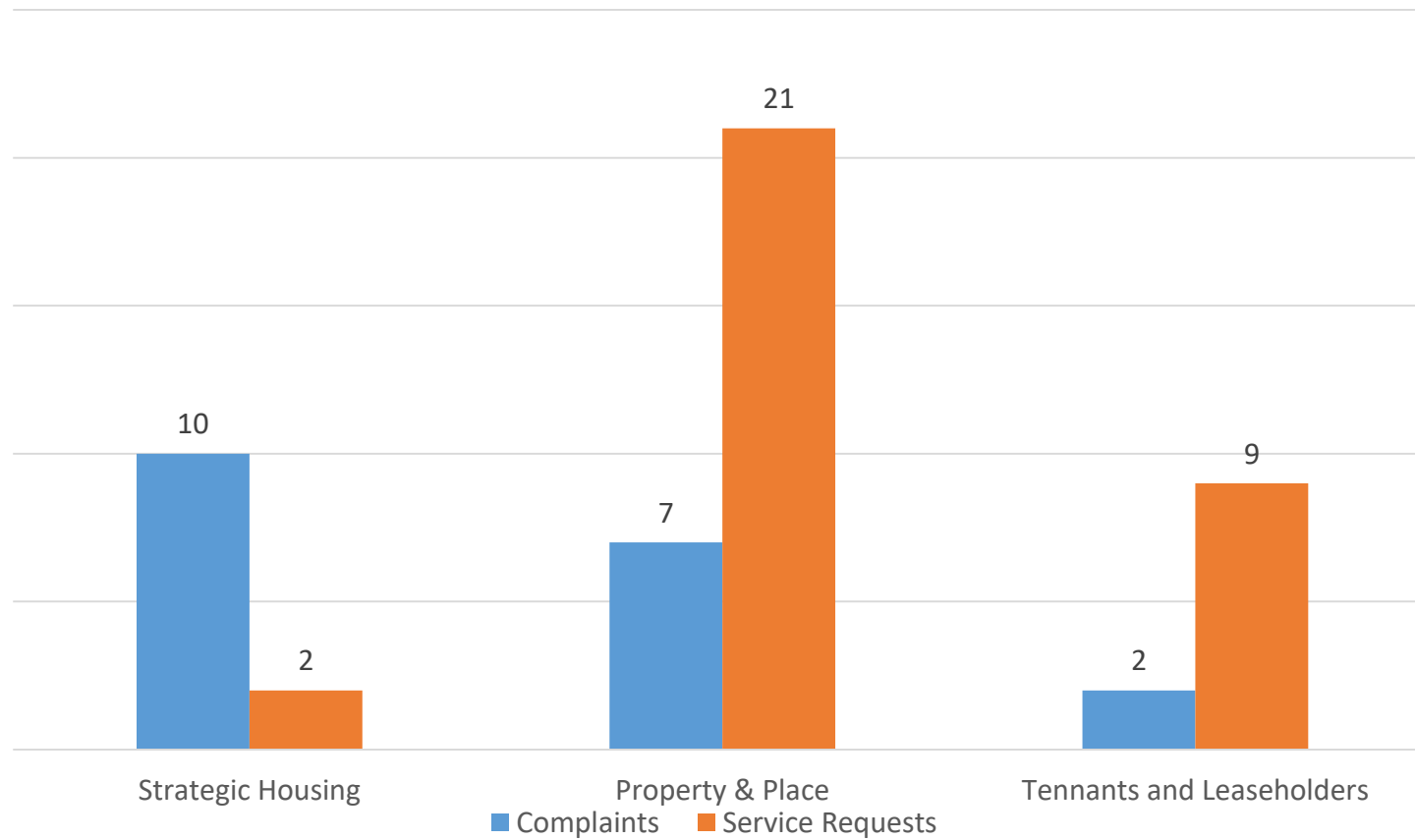


March 2022



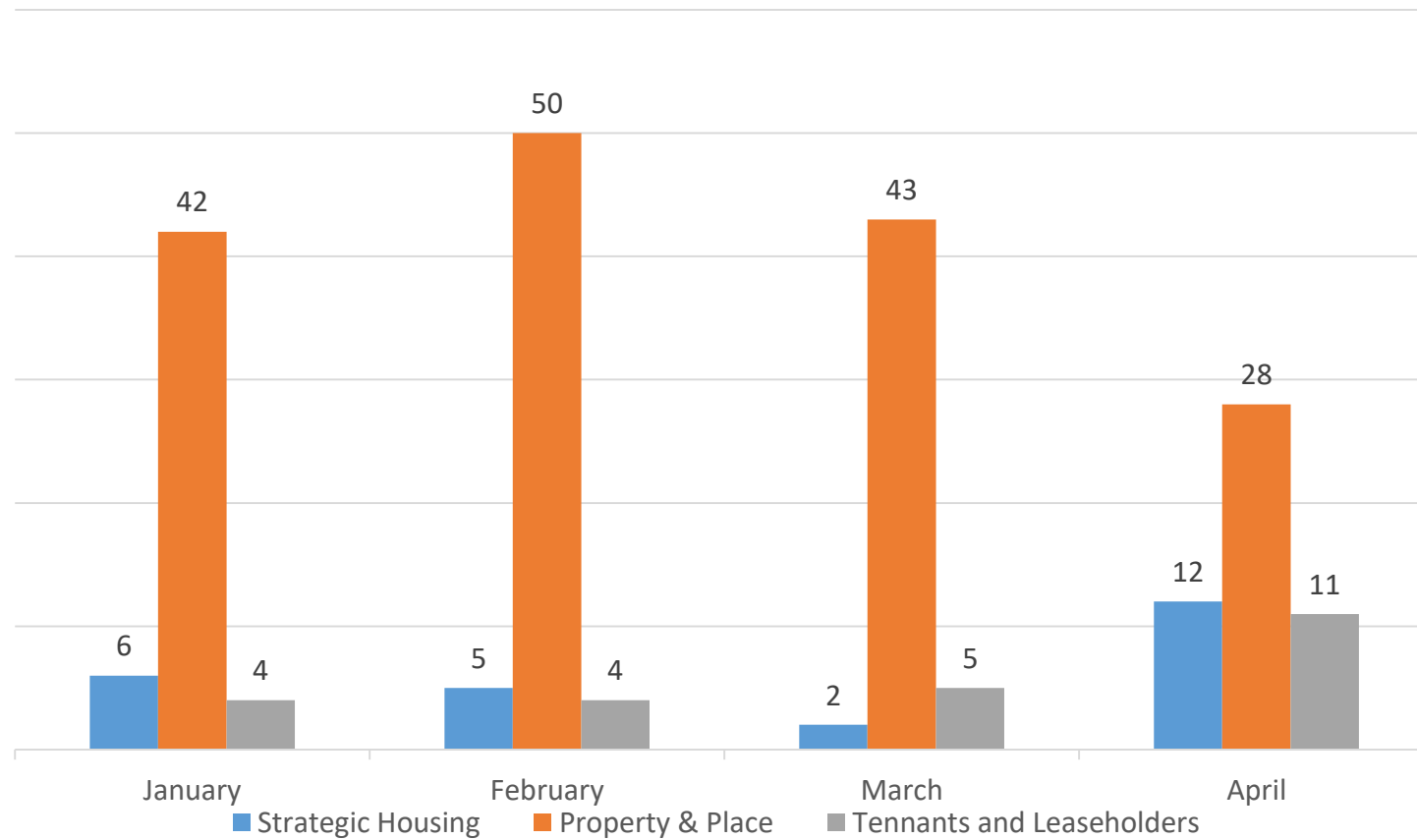


April 2022



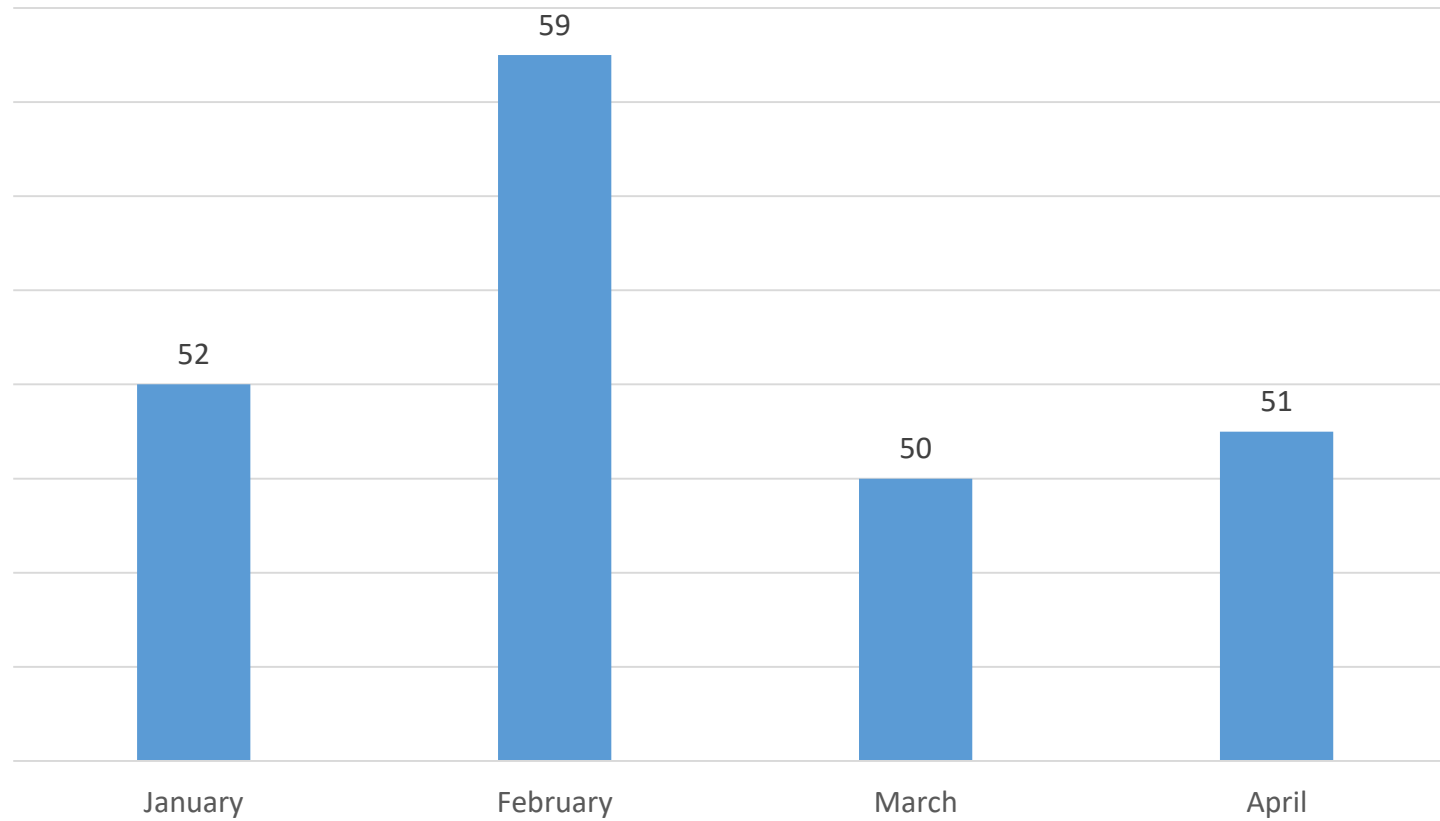


Complaints and Service Requests (by team)



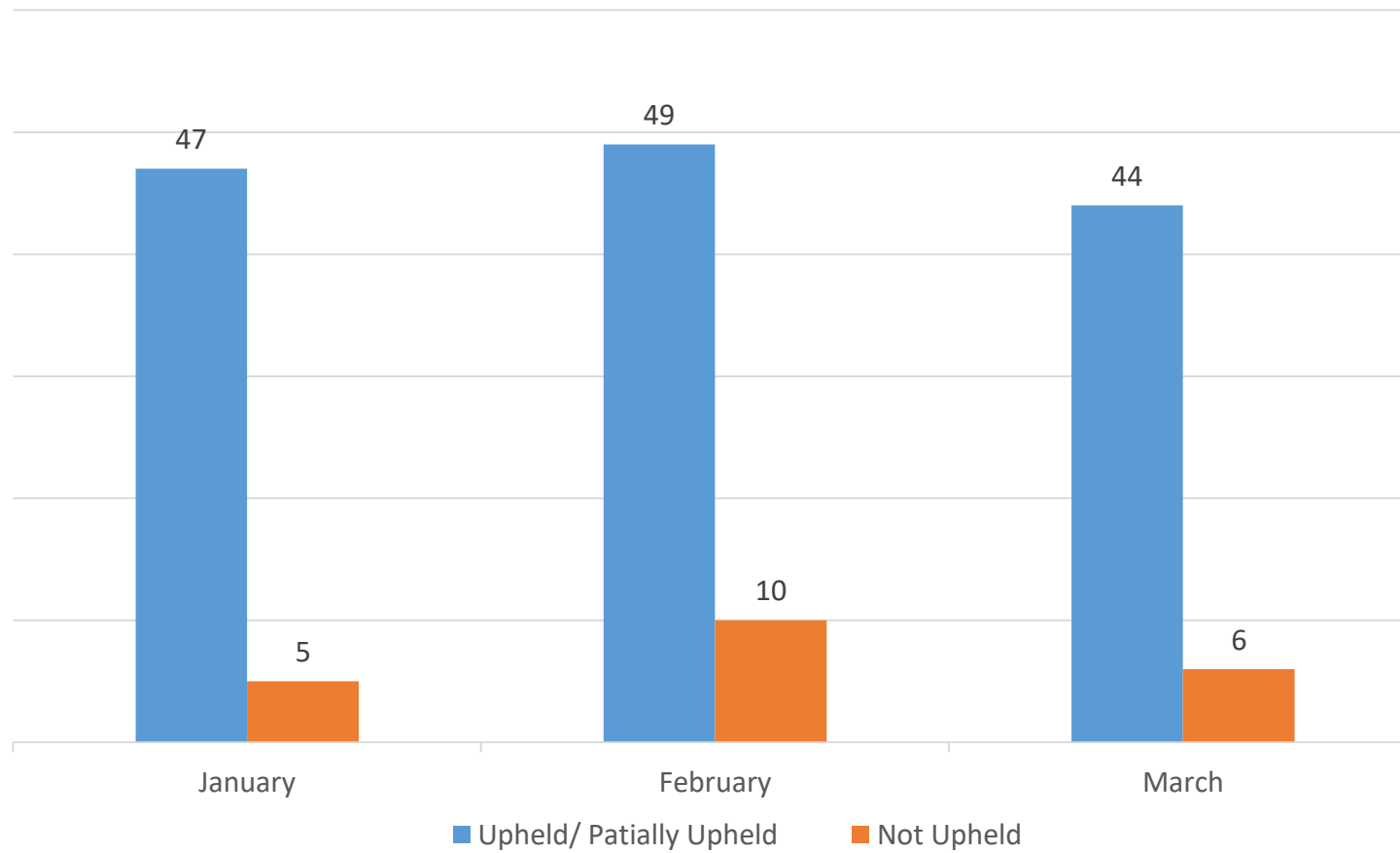


Complaints and Service Requests (overall)





Complaints and Service Requests: Upheld and not upheld





Key lessons from all complaints and service requests:

Time Taken

Poor Communication

Lack of Empathy

- This typically relates to cases within P&P. This features heavily surrounding time taken for repairs to be carried out. Our repairs handbook states standard repairs will be carried out in a certain number of days, but people often wait significantly over this period by weeks, and sometimes months.
- Complaints like this also arise when residents are left without updates for a considerable period of time- this ties in with complaints about the level of communication which residents receive.
- Improvement suggestion: **proactive communication**
 - Residents should be sent regular updates without the need for them to chase for this information.
 - This type of communication will help to reassure residents that they have not been “forgotten about”, which is a concern that a number of people have mentioned.



Key lessons from all complaints and service requests:

Time Taken

Poor Communication

Lack of Empathy

- This issue comes up across all teams within housing.
- Many people have said that their emails are not responded to within a reasonable time frame, some never receive responses.
- Some people do not receive call backs when they are told they will.
- Being passed from “pillar to post” also falls in to this category. Residents say that they are passed from person to person, or team to team and feel they have to chase for information, though often without success as no ownership is taken for the issues within their case, which then becomes a complaint.
- Improvement suggestion: ensure **ownership** is taken within DBC (avoid passing the resident from person to person where possible) and that all emails receive a response within the corporate agreement of **5 days**.



Key lessons from all complaints and service requests:

Time Taken

Poor Communication

Lack of Empathy

- Complaints are not usually directly made about a lack of empathy, though this comment often does get added on to other issues when a complaint is made.
- This issue tends to come up as a result of a lack of communication, however it is sometimes a result of the “tone” used within emails.
- Sometimes residents feel their situation is not fully considered- they do not feel we realise how much of an impact something, such as an outstanding repair, has on their day to day lives.
- Improvement suggestion: work with teams to ensure that they are aware of how to be empathetic. They should consider how the **tone** of their emails may come across. We should also aim to look at the **real life impact** of certain issues and try to separate this from the black and white version we see on our screens.