

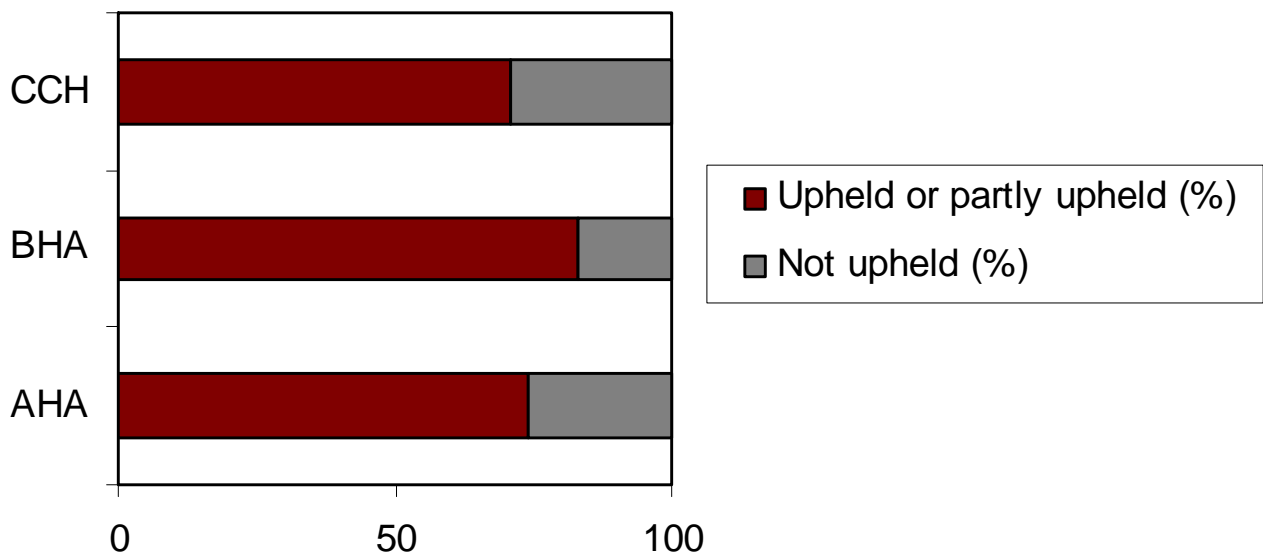
Outcomes of complaints

- **Adactus Housing Association received:**
260 complaints, 74% of which were upheld or partly upheld.
- **Beech Housing Association received:**
12 complaints, 83% of which were upheld or partly upheld.
- **Chorley Community Housing received:**
52 complaints*, 71% of which were upheld or partly upheld.

The largest areas of complaints across the Group were around the repairs and maintenance service (which is partly due to the fact that it is our biggest front line service) and standards of service, which included things such as lack of response to phone calls and how quickly we dealt with issues.

*Data not available for Quarter 1 of this year.

Outcomes of complaints raised 2009-10



Improvements as a result of suggestions and complaints

Over the last twelve months we have undertaken a complete review of our complaints service, involving customers and staff in feeding back some great ideas for improvement. Feedback from customers revealed that people wanted more opportunities to discuss their complaint and for the issue to be resolved in a shorter time scale.

As a result of the review we have harmonised how we deal with complaints across the Group and introduced a new 3-stage procedure. This will mean that most complainants will have their issue dealt with in a shorter time. To complement this, staff training has been rolled out across the Group which includes guidance on how to deal with complaints effectively and to ensure customers are satisfied.

Other service improvements which we made in 2009/10 as a result of suggestions or complaints included:

- We reversed our previous decision and allowed customers to pay their rent using a credit card
- A tree survey was commissioned in Miles Platting which would result in the Association having better information to give to local residents about work due to be carried out across the area
- The support offered to residents transferring from other landlords was increased to make the process easier
- For tenants and service users of sheltered and supported accommodation, a six-monthly check of personal details will be carried out to ensure these are up-to-date
- The use of direct debits to pay rent and service charges has been promoted.