

2022/23 Quarter 3 Complaints Sample

Recommendation Summary

- Briefing or guidance for local / area managers on what to do if a recall is required
- Info on planned maintenance available to local / area managers
- Reminder to include details of steps taken and outcome for tenant
- Have focus on ASB procedure

Complaint 1

Form information

Submitted by *****

Status

Stage 1

Complaint Information	
Date complaint made	02/12/2022
Date complaint logged	02/12/2022
How was the complaint received?	Telephone
Who made the complaint	Tenant
Staff issues	No
Data protection	No
POA / Guardianship	No
Category	Finance and IT Services
Subcategory	Follow up / Communication

Date complaint resolved	21/12/2022
Date complaint closed	30/12/2022
Within timescales?	No

Detail of complaint

Tenant very unhappy at how long it has taken for Bield to pay back the money he is due a refund.	
02/12/22	Complaint logged
02/12/22	Complaint assigned to XXXXXXXX. Why was this complaint assigned ? advised Finance officer is dealing with this issue by finance
07/12/22	Email Finance Officer to check on status
21/12/22	Email Finance Officer for update
30/12/2022	Finance Officer advised Tenant was paid a refund of £1797.33 last week on Thursday 15 December. This was the amount that was on the complaint. However, there is another £499.04 remaining on his account that will be paid in tomorrow's payment run.
Comments There was a long time till the status of the complaint was checked.	
Recommendations This should be resolved when moving to CX	

Complaint 2

Form information

Submitted by *****

Status Stage 1

Complaint Information	
Date complaint made	14/11/2022
Date complaint logged	14/12/2022
How was the complaint received?	Email
Who made the complaint	Tenant
Staff issues	No
Data protection	No
POA / Guardianship	No
Category	Property services
Subcategory	Standard / Quality of Repairs

Date complaint resolved	17/11/2022
Date complaint closed	17/01/2023
Within timescale?	Yes

Detail of complaint	
2 engineers have been out to look at radiator and still not working correctly. Radiator is scalding hot to touch even when at zero. Preferred outcome radiator to work correctly. Original email in sharepoint.	
14/11/2022	complaint logged with reference number XXXX
14/11/2022	complaint assigned to Property Officer. Why was this complaint assigned ? As per instructed by XXXXXXXX
17/11/2022	Lessons learned or service improvements This was a simple recall as engineer had only attended once he has returned and resolved this should have been dealt with by the manager
Comments A bit more detail on the outcome for the customer would have been helpful. More detail on what was done to resolve the issue	
Recommendations Briefing or guidance for local managers on what to do if a recall is required	

Complaint 3

Form information

Submitted by *****

Status Stage 1

Complaint Information	
Date complaint made	26/10/2022
Date complaint logged	27/10/2022
How was the complaint received?	In person

Who made the complaint	Tenant
Staff issues	No
Data protection	No
POA / Guardianship	No
Category	Property services
Subcategory	Follow up / Communication

Date complaint resolved	01/11/2022
Date complaint closed	01/11/2022
Within timescale?	Yes

Detail of complaint	
In 2021 we were advised that a survey would be carried out and feedback and timescale on replacement would be given, and this has not happened meanwhile my energy costs is £186.00 per month and i am still cold. When will the current heating be replaced?	
27/10/2022	complaint logged
27/10/2022	Emailed Property Officer and Planned Maintenance to advise of complaints and to see who to allocate them to, Planned Maintenance advised to allocate to Property Officer.
27/10/2022	Complaint assigned to XXXXXX. Why was this complaint assigned ? PMO for the development.
01/11/2022	Lessons learnt or service improvements: Development team could update on the progress of projects. Area manager when approached by tenants with the enquiry could have approached the project team for an update avoiding the need for complaints to be raised.
Comments	
A bit more detail about how this was resolved for customer and what actions had been taken would be useful	

Recommendations

Info about planned maintenance available for local and area managers

Complaint 4

Form information

Submitted by *****

Status

Stage 1

Complaint Information	
Date complaint made	18/10/2022
Date complaint logged	21/10/2022
How was the complaint received?	Email
Who made the complaint	Tenant
Staff issues	No
Data protection	No
POA / Guardianship	No
Category	Property services
Subcategory	Issues with contractor

Date complaint resolved	21/10/2022
Date complaint closed	21/10/2022
Within timescale	Yes

Detail of complaint	
Tenant is unhappy with the quality of the work carried out by the gardeners contracted for XXXXXXXX Development.	
21/10/2022	Complaint logged
21/10/2022	Email response to tenant Complaints booklet attached

21/10/2022	complaint closed. Was the customer satisfied? N/A. Was the complaint upheld? No. Lessons learnt or service improvements: N.A
Comments	
There is no detail of how this was resolved for the customer.	
Recommendations	
Remind colleague to include details of steps taken to resolve issue for customer.	

Complaint 5

Form information

Submitted by *****

Status Stage 1

Customer information Not supplied

Complaint Information	
Date complaint made	05/10/2022
Date complaint logged	06/10/2022
How was the complaint received?	In person
Who made the complaint	Tenant
Staff issues	Yes
Data protection	No
POA / Guardianship	No
Category	Housing services
Subcategory	Staff issues

Date complaint resolved	20/10/2022
Date complaint closed	21/10/2022
Within timescales	No

Detail of complaint

Tenant is unhappy with the way a complaint was handled by Area Manager. Tenant made a verbal complaint to Area Manager about frequent verbal abuse and antisocial behaviour directed towards her from another tenant within the development. She feels that Area Manager didn't deal with the complaints, and nothing was done about it. There were several incidents where verbal abuse was directed towards Tenant from the neighbour, the first incident took place on Christmas Eve 2021 in which XX was swearing at tenant within the development communal areas, no witnesses. Another incident occurred around February/March 2022 in which the fire alarm was going off in the development and tenant was in the corridor making sure other tenants were safe, XXXX pushed a door open in a stairwell and the door almost hit tenant, XXXX was also verbally abusive and swore at tenant, no witnesses present. A further incident occurred around May 2022 in which XXXX put a note on Tenant new car telling her to remove the car from the car park as XXXX didn't believe the car belonged to a tenant at the development. Tenant confronted XXXX about this and again was subjected to verbal abuse and swearing. Tenant advised that there were witnesses on this occasion, but no names were given. Tenant contacted Area Manager who advised her to contact the police. Tenant advised that the police charged the tenant in XXXX on 30th May but no incident number was given. Tenant feels that Area Manager didn't deal with her complaints through the formal complaints procedure and just disregarded the situation. This has caused a lot of distress to the tenant, and she wishes to escalate this through the formal complaints procedure as she feels that Area Manager has failed to follow Bield's procedure when she was asked to do so.

06/10	Complaint logged
07/10	Complaint assigned to Head of Service
07/10	Have contacted tenant to advise there will be a delay in a response as on annual leave until the 17 Oct.

21 Oct	<p>There appears to have been a number of complaints between 2 tenants and i had limited involvement in this when covering for Area Manager a couple of years ago. There was nothing within the ASB Register about the matters tenant has reported but i have explained that we are now dealing with the crux of the matter i.e. the issues between her and her neighbour (Area Manager is doing this).</p> <p>I also explained and am following up in an e-mail that her complaint re Area Manager's actions will be closed as we cannot get her comments on this given she is no longer working for Bield. An apology was offered for this.</p>
<p>Comments As complex, complaint perhaps could be a stage 2 complaint. Difficult issue as about staff rather than ASB directly.</p>	
<p>Recommendations Have focus on handling ASB for Area Managers to support them to handle these types of cases.</p>	