



Using Complaints to Drive Improvements

Robyn Rae – Quality & Performance Co-Ordinator



The Hillcrest Group of Companies



Hillcrest
HOUSING ASSOCIATION LTD



Gowrie
CARE LTD



Northern
HOUSING COMPANY LTD



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Hillcrest
MAINTENANCE SERVICES LTD



Craigowl
COMMUNITIES



Hillcrest
ENTERPRISES LTD



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Number of Complaints

	Number of Complaints Received	% Completed on Time
01/03/2014 - 28/02/2015	116	61%

	Number of Complaints Received	% Completed on Time
01/03/2016 - 28/02/2017	633	85%



Complaints Review Group



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Improvement Process



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Learning Outcome Reports

Ref No	Department	Name	Address	Details of Complaint	Outcome	Reason	Learning Outcome and Action Required	Target Completion Date for Identified Action	Actual Completion Date for Identified Action	Person Responsible for Action
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Housing

2016/11	Housing	J Bloggs	1 High Street, Anytown	Unhappy with way ASB noise complaints dealt with in the past which has made him move to private landlord. Does not feel we did enough	Partially Upheld	We dealt with incidents of ASB reported to us, however, our records keeping needs to be improved and ASB procedure followed closely				
2016/14	Maintenance	A N Other	2 High Street, Anytown	Issues with former property. Felt it was unsafe as meter bypass was not picked up at void	Upheld	Electric meter bypass should have been noticed at void stage and fixed before property was made FTL				
2016/15	Housing	A Non	3 High Street, Anytown	Damp issues which we are advising is condensation due to lifestyle. Complaint is also regarding conflicting information provided by HMO and Energy Efficiency Officer on how to resolve the issue	Partially Upheld	Visited property numerous times and still believe condensation caused by lifestyle. Offered advice remedies to help. Tenant refused some of these. We accept advice given by HMO and Energy Efficiency Officer is conflicting.				



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2016/14	Maintenance	A N Other	2 High Street, Anytown	Issues with former property. Felt it was unsafe as meter bypass was not picked up at void	Upheld	Electric meter bypass should have been noticed at void stage and fixed before property was made FTL	Void procedure to be amended with immediate effect advising staff to check the meter for tampering and note their findings on their PDA. This is a mandatory change to the current void safety check and must be carried out in all instances.	Apr-17		B Simpson
2016/15	Housing	A Non	3 High Street, Anytown	Damp issues which we are advising is condensation due to lifestyle. Complaint is also regarding conflicting information provided by HMO and Energy Efficiency Officer on how to resolve the issue	Partially Upheld	Visited property numerous times and still believe condensation caused by lifestyle. Offered advice remedies to help. Tenant refused some of these. We accept advice given by HMO and Energy Efficiency Officer is conflicting.	Development of a condensation procedure and protocol which Rosie & Jim have been working on. This was completed in December 16		Dec-16	D Duck





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In Summary.....

- Stay focused on complaints
- Ask teams to discuss their complaints
- Review learning outcomes identified
- Create Complaint Review Group
- Identify trends and patterns
- Make improvements



And Remember.....



**“YOUR MOST UNHAPPY CUSTOMERS ARE YOUR
GREATEST SOURCE OF LEARNING.”**

BILL GATES



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