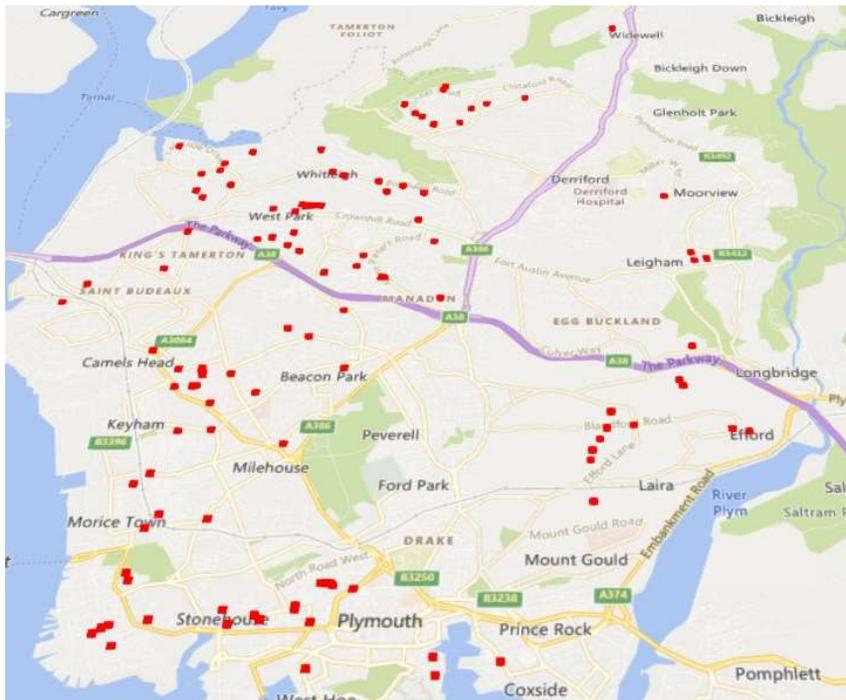


Feedback on Customer Complaints and Comments Policy

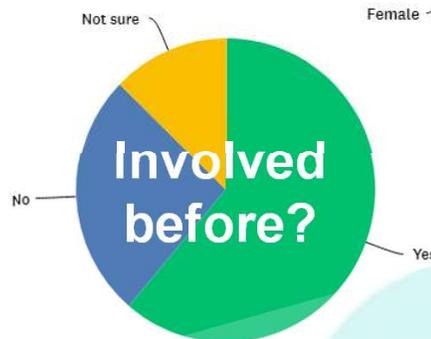
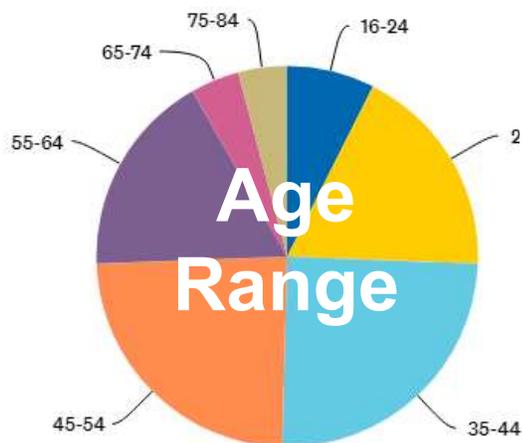
December 2020



Of the **135** who responded



Responses by Postcode



If you would like to see the full survey results please email communitiesteam@plymouthcommunityhomes.co.uk or call us on 0808 230 6500



Feedback on Customer Complaints and Comments Policy

December 2020



Overview

This reason for this consultation was to ask for feedback on the revised draft Customer Complaints and Comments Policy. The current version needed an update to take into account the Housing Ombudsman's new Complaints Charter.

How the consultation was conducted

The consultation asked for a short survey to be completed on Survey Monkey and was promoted on PCH's Facebook page and website and was also sent by text and email to our list of over 500 'Involved Residents'. The respondents had the option to enter a prize draw to win a £75 voucher.

Consultation Results

135 completed the survey. 92% said yes, after reading the draft policy they understand the process of making a complaint and 88% said they understand how a complaint is handled. Additional comments included the suggestion of having an easy-to-read flow chart and also more information about how to make a complaint in our communications.

Respondents also felt that at the early stage of a complaint being made there should be an opportunity for the complainant to express how their case could be resolved.

Impact

The results of the survey were presented to the Customer Focus Committee and contributed to the revised policy being approved. It was agreed that a user friendly easy-to-read flow chart to explain the Complaints' Policy would be helpful, together with a leaflet explaining the role of the Housing Ombudsman in the sign-up pack which is detailed on our website

<https://www.plymouthcommunityhomes.co.uk/news/using-our-complaints-process-to-improve-our-services-to-you>

We have introduced a telephone call to within 2 working days of receipt of their complaint so that they can explain at the outset how they feel their case could be resolved.

Over 92%
said yes,
after reading the
draft policy they
understood how
to make a complaint

Over 88%
said yes,
after reading the
draft policy they
understood how
their complaint
will be handled.

Over 89%
were satisfied
with the survey itself and
over a 26% hadn't completed
a survey with us before