

## Complaints Communication Feedback

*To help us review and improve the complaints process, Panel members were asked to feedback on what information they would expect to receive when logging a complaint and how you would expect us to communicate with them.*

Survey End date: 17th September 2018

Total number of participants: 47

### Summary:

- Panel members told us they would prefer to log a complaint by email or by calling the CSC
- Members would prefer to have information prior to logging a complaint; in particular information on who they could contact if they needed advice and the timescales and details of the complaints process. Panel members told us they would prefer to access this information via our website or during face to face discussion with a staff member.
- Just a tenth of customers commented that they would need support to make a complaint.
- Just under half of panel members stated they had previously accessed complaints information on our website, where members had access the website just 40% stated they had found it easy to access the information they required.
- The majority of panel members felt that the current timescales for the different stages of the complaints process was reasonable; however around half of the panel members didn't feel that the timescale for investigating and resolving escalated complaints (20 days) was reasonable.
- Panel members told us that they would prefer to receive updates on the progress on complaints via email; however once the complaint was resolved there was no clear preference with panel members wanting to be informed via email, discussion in person or via telephone or via letter.
- For complaints that need escalating, panel members told us that they would want to be informed each time there has been an update in the progress of the complaint.
- All panel members felt it was important to be kept informed of any changes that have been made as a result of their complaint, with the majority wanted to be kept informed via email.

### What we will do following your feedback:

- Customers are currently asked for their contact preferences regarding updates on their complaint and for their contact preferences regarding the outcome of their complaint.
- Our current website advises how customers can log a complaint and details the process and timescales. We will review with the Riverside Customer Voice Executive the ease of use, to see where updates could be made to improve the experience of customers accessing this information.
- Over the next 12 months the Complaints procedure will undergo a full review. The survey findings will feed into this review which will include reviewing the current 20 day timescale for resolving escalated complaints, reviewing the process for keeping customers informed of the progress of escalated complaints and reviewing the process for keeping customers informed of any changes that have been made as a result of their complaint.

# Results

Please tell us your age group	No. responses	% of responses
16-25	1	2%
26-35	2	4%
36-45	3	7%
46-55	9	20%
<b>56-65</b>	<b>15</b>	<b>33%</b>
<b>66-75</b>	<b>14</b>	<b>31%</b>
75+	1	2%

If you were to log a complaint with Riverside, what would be your preferred way to log the complaint?	No. responses	% of responses
<b>Phone the Customer Service Centre</b>	<b>17</b>	<b>37%</b>
<b>Email</b>	<b>14</b>	<b>30%</b>
In person with staff member	7	15%
Online form on the Riverside website	4	9%
Paper form sent via post	4	9%

What information would you want to know before logging the complaint (tick all that apply)?	No. responses	% of responses
<b>Details of who to contact if you need advice/ support to log the complaint</b>	<b>33</b>	<b>70%</b>
<b>Timescales of each of the steps of the complaints process</b>	<b>26</b>	<b>55%</b>
<b>Details of the complaints process</b>	<b>23</b>	<b>49%</b>
Information of the different ways to log a complaint	14	30%
Other*	3	6%
I would not require any information	7	15%

\*Comments 'other' information: 'Complaints Statistics', 'How to follow up on complaint', 'progress of the complaint via email'

What would be your preferred format for accessing this information?	No. responses	% of responses
<b>Website</b>	<b>15</b>	<b>38%</b>
<b>Face to face discussion with member of staff (e.g. housing officer, scheme manager)</b>	<b>14</b>	<b>35%</b>
Phone call to the Customer Service Centre	7	18%
Paper leaflet	4	10%

Would you require any support to make a complaint?	No. responses	% of responses
Yes	5	11%
<b>No</b>	<b>41</b>	<b>89%</b>

Comments regarding support required: 'housing officer', 'I would like all conversations to be recorded', 'If their was anger involved', 'depends on the complaint being made', 'someone who could support me to make sure I do it correctly'.

Have you previously accessed information on complaints on the Riverside website?	No. responses	% of responses
Yes	21	46%
<b>No</b>	<b>25</b>	<b>54%</b>

How easy or difficult did you find it to access the information you needed?	No. responses	% of responses
Very difficult	1	5%
Difficult	6	30%
Neither easy or difficult	5	25%
<b>Easy</b>	<b>8</b>	<b>40%</b>
very easy	0	0%

Comments: 'Easy—if you have access to the internet', 'not particularly well expressed', 'complaint form was in the back of the leaflet and hard to see only we asked for it we would have not found it should be on display as a separate booklets',

Our current process is to contact customers within 3 working days once they have made a complaint. Do you think this timescale for initial contact is reasonable?	No. responses	% of responses
No - I would expect to be contacted before this timescale	12	26%
<b>Yes- I would expect to be contacted within 3 working days</b>	<b>34</b>	<b>74%</b>

Where panel members expected to be contacted before this time scale; 2 panel members expected to be contacted <24 hours, and 8 stated a time frame between 1 and 2 days.

Our current process is to resolve complaints within 5 working days of the complaint being made. Do you think this timescale for resolving complaints is reasonable?	No. responses	% of responses
No - I would expect the complaint to be resolved before this timescale	8	19%
<b>Yes - I would expect the complaint to be resolved within 5 working days</b>	<b>35</b>	<b>81%</b>

Where panel members expected to be contacted before this time scale; 1 expected to be contacted <24 hours, and 6 stated a time frame between 2 and 3 days.

Not all complaints can be resolved within 5 working days, in these cases customers can request that the complaint is escalated. Once a customer has told us they wish to escalate a complaint, we would contact them within 3 working days. Do you think this timescale is reasonable for contacting customers once a complaint has been escalated?

	No. responses	% of responses
No - I would expect to be contacted before this timescale	9	20%
<b>Yes - I would expect to be contacted within 3 working days</b>	<b>37</b>	<b>80%</b>

Where panel members expected to be contacted before this time scale; 1 expected to be contacted <24 hours, and five stated a time frame between 1 and 2 days.

When a complaint is escalated, we would begin investigating the complaint and contact customers within 20 working days to let them know what we have done and what we will do to resolve the complaint. Do you think this timescale for investigating and resolving escalated complaints is reasonable?

	No. responses	% of responses
No - I would expect the complaint to be resolved before this timescale	22	47.83%
<b>Yes - I would expect the complaint to be investigated and resolved within 20 working days</b>	<b>24</b>	<b>52.17%</b>

Where panel members expected to be contacted before this timescale; 11 expected to be contacted between 5 –10 days and 6 between 11 –15 days.

How would you prefer to receive updates on the progress of your complaint?

	No. responses	% of responses
<b>Email</b>	<b>29</b>	<b>63.04%</b>
Telephone	8	17.39%
Text	6	13.04%
Letter	3	6.52%

Once a complaint has been resolved, how would you expect to be informed of the outcome?

	No. responses	% of responses
<b>Email</b>	<b>12</b>	<b>26.67%</b>
<b>Discussion via telephone</b>	<b>11</b>	<b>24.44%</b>
Discussion in person	10	22.22%
Letter	10	22.22%
By phone or person	1	2.22%
Text	1	2.22%

For complaints that need to be escalated, how often would you expect to be informed of the progress of the investigation into the complaint?

	No. responses	% of responses
Contacted at least once a week	18	39%
<b>Contacted each time there has been an update made to the complaint</b>	<b>23</b>	<b>50%</b>
Only contacted once the investigation has been completed	5	11%

How important do you think it is to be kept informed of any changes that have been made as a result of your complaint?	No. responses	% of responses
<b>Extremely important</b>	<b>36</b>	<b>78%</b>
Very important	7	15%
Somewhat important	3	7%
Not so important	0	0%
Not at all important	0	0%

Comments: *'May prevent others making same complaint', 'help keep you informed as it's a worrying time for all concerned, to know something is been done', 'The importance of knowing that the complaint is being dealt with, and any changes that occur is reassuring', 'not keeping the customer updated of all changes is adding to the customer's poor experience/lack of service'*

How would you want to be informed on these changes?	No. responses	% of responses
<b>Email</b>	<b>28</b>	<b>60.87%</b>
Telephone	10	21.74%
Text	4	8.70%
Letter	4	8.70%