

Complaints handling process – progress summary

We've been working behind the scenes to make a number of changes and improve the way we handle complaints from our customers. The Riverside Customer Voice Executive (RCVE) scrutiny working group made a number of recommendations.

Here is the summary of the recommendations and what we've done to implement them.

	Recommendation	Action
1	Introduce unique case numbers	Implemented All complaints have a unique reference number that customers receive. They can use this when speaking to our staff.
2	Introduce standardised training for all staff	Implemented <ul style="list-style-type: none">• We're nearing the end of our first training sprint relating to a new system and changes in process with complaints handling.• Our Executive Directors are leading with key messages on how we will respond to complaints.• The system has the functionality to show Best Practice at each step in the complaints process which will improve consistency with complaint handling.• All our frontline staff will be going through additional Customer Service training programme, which will include an element of dealing with customer complaints.• Our local staff will continue to receive support from the central team.
3	Review the process for looking at the lessons learnt from complaints and embed the methodology.	Implemented <ul style="list-style-type: none">• Our system has now a mandatory field to detail any outcome notes /lessons learnt from the complaint.• Where there is a need for further investigation, a working groups will be set up with representatives from different departments.

		<ul style="list-style-type: none"> • We'll analysis the complaints handling information regularly to check for any areas of concerns and address them. • A team has been set to focus on customer experience and review data and processes across the business to implement improvements.
4	Review the targets	<p>Implemented</p> <ul style="list-style-type: none"> • We've introduced contact with customer by the end of next working day. Not just a call back task but is the first opportunity to contact the customer and resolve the complaint. • The focus will be trying to resolve with the customer at each contact. • We'll agree timescales with customers and check-in to make sure that any follow up actions are complete and promise fulfilled. • We still have regulatory requirements and checks in place. It will still be five days for frontline resolution but there will be flexibility to agree timescales if needed and many complaints will be resolved before five days. • Targets will not be the drivers but checks need to be in place to ensure customers receive communications throughout.
5	Carry out a review of the issues identified with the IT systems by staff	<p>Implemented</p> <p>Changes introduced in July as part of the review of the system used.</p>
6	Review the system of logging service failures in all departments	<p>Working progress</p> <p>We've made the necessary system changes to implement in future.</p>
7	Address the alleged communication issues between departments and improve inter-departmental liaison over complaints.	<p>Implemented</p> <ul style="list-style-type: none"> • Weekly meetings between key departments to scrutinise complaints performance are now taking place.

		<ul style="list-style-type: none"> • Key teams are playing an active part in the complaints improvement project. With number of different leads meeting monthly to build better working relationships, resolve issues quickly and try new ways to improve processes of communication. • Repairs teams are proactively working to eliminating unnecessary repairs memos or communications.
8	Review the role of the Customer Complaints Panel	<p>Implemented</p> <p>The Complaints panel is now part of the RCVE.</p>
9	Run a further staff survey in 9- 10 months' time	<p>To Be Agreed</p> <ul style="list-style-type: none"> • The RCVE will conduct a follow up survey to allow staff to feedback about new ways of working. This is to check in to see if staff have seen an improvement in the way we supports them to deal with complaints. Date still to be agreed. • Additionally, we'll conduct a monthly complaints satisfaction survey with customers and the results of this is available to RCVE at any time.
10	Introduce complaints handlers (optional)	<p>Not Implemented</p> <ul style="list-style-type: none"> • When the scrutiny group presented their recommendations this was not agreed. • However, we will continue to review our performance and consider all options if performance does not improve. An action from the Complaints project team is to review the function of the current complaints team and ensure that there is a robust process for quality checking and compliance in place.