

Customer Experience Report

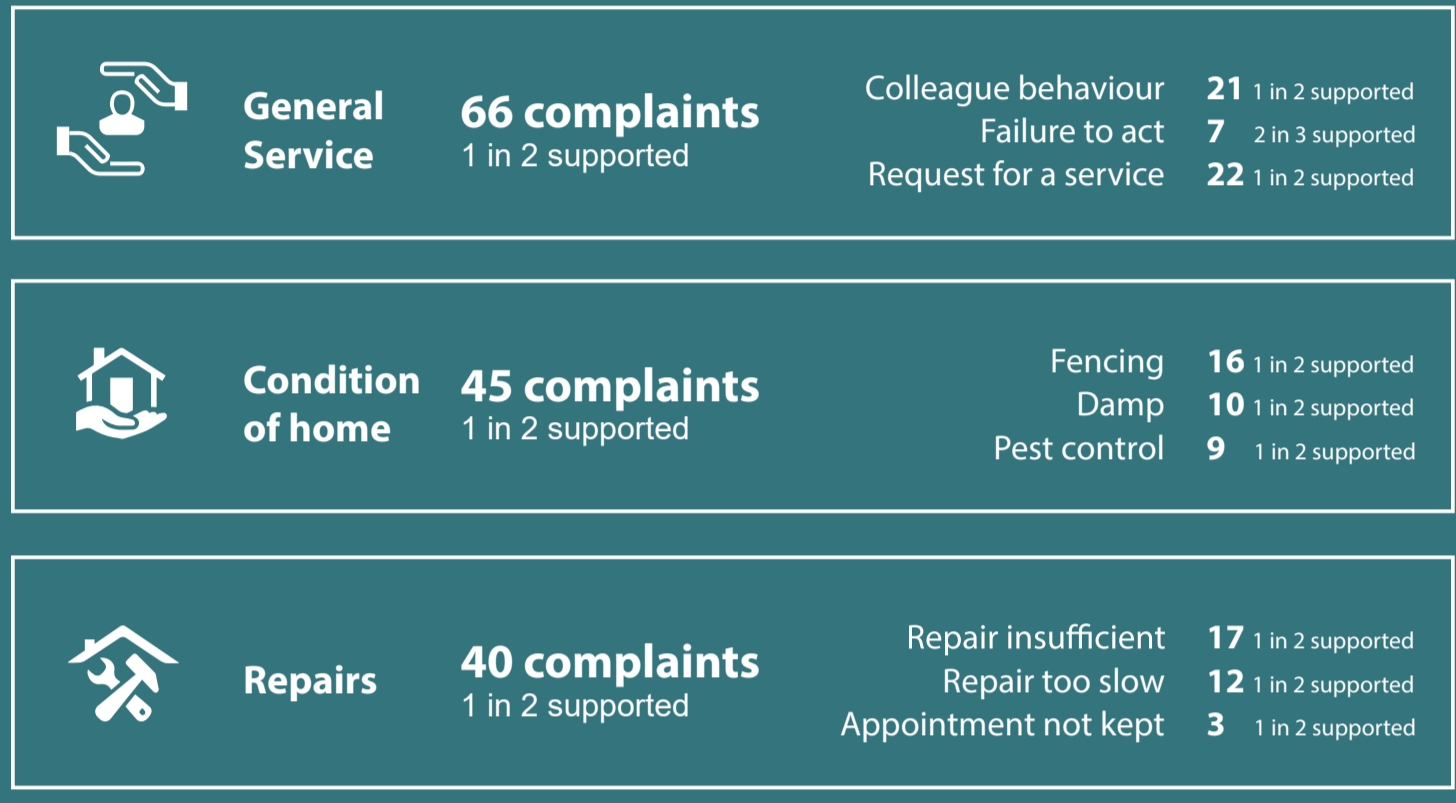
April - September 2019



↓ **12 of the 223 complaints were escalated to stage 2** ↓
Reduction in the number of complaints going to stage 2

Overall 54% of complaints have been upheld to date

Top 3 Complaint Categories



We aim to deliver a great service to customers right first time. We recognise that sometimes we get things wrong and when this happens we want to make it easy for you to let us know and so we can make it right.

This year we introduced a new complaints policy where we aim to make things right within five working days. Most of our customer complaints are resolved at this stage.

We review complaints monthly with customer representatives and make sure we make any changes that are needed within services. We have also improved our communications to customers to demonstrate the way we respond to and learn from complaints.



Complaints training for all managers



Satisfaction surveys on complaints



Customer representation at monthly complaints meetings



84 Compliments Received

Following the work carried out by our caretaking colleagues Gareth and Leon, a customer wanted to thank them for their hard work.



Nicole was patient, polite, helpful and her customer service skills were excellent.

Hello, I just wanted to thank you again for doing what you've done Gemma, we really do appreciate it so much. You are a credit to FCHO. Thank you again.



Following a plumbing repair our customer said both Chris and Steve were very polite and friendly. They tidied up after themselves and explained what the issue was so she could understand what to do if the issue was to arise again. Thanks.

Learning and service improvements:

We have undertaken a full review of our pest control service and we are now being clearer about how customers can access this service and what you can expect from this service.

We are looking at how we respond better to customer reports of damp and condensation.

A customer care training programme will be developed for new and existing colleagues to ensure that we deliver on our colleague code of conduct.

We are strengthening the way we manage third party organisations who work on our behalf to make sure customers get a consistently high quality service from us.