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Bi Annual Complaints Report

April – October 2008

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Background

This report is intended to provide a summary of Complaints raised by Tenants/Residents of the service over the period of April to October 2008. It provides information to the reader on the Complaint Process in place at Rykneld Homes Ltd (RHL).

The Service Standard is currently under review. Complaints have not currently been analysed in relation to Equality & Diversity Strands. We are exploring, with the Council, their ability to provide an automatic monitoring and evaluation framework through the Northgate Complaints Monitoring System. The Annual Complaints Summary due at the end of March 2009 will analyse complaints against E&D data.

Purpose

The purpose of any complaint process is to deliver improvements to the service and as such, complaints from Tenants/Residents should be welcomed as an opportunity to deliver continued improvements in the long term. The purpose of this report is to present facts regarding the complaints received and lessons learned from those complaints.

Summary of Key Issues

RHL records both formal and informal complaints. At present, informal complaints are logged by the respective service areas. This report focuses on Formal Complaints which are recorded and monitored by the Performance & Quality Team and provides details about the types of complaint, the action taken to resolve and whether they are justified, are contained within the report.

In 2007/08 a total of 190 formal complaints were received.

In 2008/09 the number of formal complaints is 130 (to date).

The total number of complaints is shown in the following table:

Total number of resolved complaints	2007 April – Sept	2007/08 October - March	2008 April - Sept	Variance Oct – March 2007/08 & April – Sept 2008
Formal	78	112	130	+16.07%

The Formal Complaint System is broken down into 3 stages, which the attached Service Standard refers.

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Performance in responding to complaints is shown in the table below. RHL monitors the average time taken to resolve complaints. However, for the purposes of this report, we have also identified the percentage of complaints actioned in 10 working days.

Average Time to Resolve Complaint	2007/08	2008/09
Average working days	13.48	11.83
Percentage in 10 working days	42.93%	59.09%

It is not always possible to resolve a complaint within the timescale of 10 working days. This will normally be due to the complexity of the complaint, which may require an investigation involving a number of people including correspondence between ourselves and other partner organisations.

Upheld Complaints

Complaints are monitored by the Performance Team and assessed to confirm if they are a justified complaint or not. The following table shows the percentage of complaints that are deemed justified as a proportion of all complaints received, broken down by each area of the Company.

Percentage of complaints deemed justified	2007/08 Percent Justified	Complaints as a proportion of all complaints received	2008/09 Percent Justified	Complaints as a proportion of all complaints received
Asset Management	56.80	87.90	51.95	55.38
CBL/H Options	16.67	2.63	20.45	16.92
Neighbourhood Services	33.33	2.10	12.50	13.08
Sub Contractor	100.00	2.08	0	0.00
Boiler Adaptations	66.67	1.58	0	0.77
Adaptations	100.00	0.00	40.00	3.84
Business Support	66.67	1.58	20.00	3.84
Voids	0	0.00	100.00	0.77
Warden Service	100.00	1.05	0	0.77
RTB	0	0.00	0	1.54
Finance & Resources	0	0.52	0	2.30
RHL	100.00	0.52	0	0.77
Totals	58.42	99.96	33.23	99.98

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Complaints Categories

The chart below shows the types of formal complaints broken down by the nature of complaint. This includes both justified and unjustified complaints. The purpose for including unjustified complaints is that, although as an organisation we may believe the process has been properly applied, there is a perception, amongst customers at least, that the service has failed the Tenants/Residents. If we are to deliver improved satisfaction, we may need to consider how we tackle customer perception issues. Because a complaint may raise more than one issue, the numbers in this chart will not correspond with the total number of complaints. For a more detailed analysis of the complaints lodged, go to page 5 to 7.

Issue	All Complaints Occurrences		Justified Complaints Occurrences	
	2007/08 Oct - March	2008 April - Sept	2007/08 Oct - March	2008 April - Sept
Poor workmanship	33	24	24	11
Damage	32	3	21	3
Poor communication	13	8	9	2
Not received requested improvement	7	9	2	5
Attitude / Conduct of employee	12	3	6	1
Length of time taken	8	6	5	5
State of property (internal/external)	5	7	3	4
Conduct of neighbours	4	5	1	0
Appointment not kept	5	1	1	1

Lessons Learnt

A key part of any complaint process is how the information is used to drive the improvement programme.

RHL's Complaint process has in built a improvement programme whereby Managers are expected to identify lessons learnt and to enact them. This is a new initiative in 2008/09.

Below is an extract of some outcomes from complaints identified by Managers:

“Clearer information should be given to the tenant with regards to housing repairs and that works which have been discussed should be implemented.”

“Possibility of including flyer leaflet with arrears letters prior to bank holidays advising of office closures and the need to make alternative payment arrangements.”

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Diversity Monitoring

RHL does not yet monitor the profile of those persons making formal complaints.

The data on our Tenant/Resident Profile is being reviewed. From January 2009, all complaints will be logged against E&D profile where this is given.

Local Government Ombudsman

During 2008/09 there have been no decisions of maladministration against RHL by the Ombudsman.

Summary of Complaints

Below is a more detailed summary of the complaints received during the year.

Complaints April to September 2007	
Complaint Summary	
Abuse from employees	Leak damaged cushion floors
Bath waste not connected	Leak from old stop tap
Burst 'flexi-hose'	Leaking out-house roof
Carpet cut short	Loss of fridge/freezer contents
Carpet dirty & décor damaged	Manhole left uncovered
Damaged décor Drill thro wall	Poor standard of work
Damaged floor covering	Poor state of let property
Damaged light fitting	Poorly fitted door
Décor damage	Rain penetration into bedroom
Dilapidated Private fence	Shed roof still leaking
Door frame not replaced	Tenant fallen on repaired path
Employee attitude	Tenant has fallen on steep path
Engineer did not call	Tenants tiles damaged
Excessive electricity bill	Unhappy with overdue jobs
Fibre glass insulation on landing	Unsafe chimney not fixed yet
Fire damaged furnishings	Vehicle parking / attitude
Flood from partly fitted combi boiler	Vinyl ill fitting following repair
Floor covering problem	Wants toilet seat replaced
Freezer left unplugged	Washing machine damaged
Immersion heater not fixed yet	Water damage to décor
Incorrectly fitted guttering	Wet carpets / dehumidify
Intruder alarm problem	Window / Boiler problems
Kitchen ceiling collapsed	Windows not replaced or repaired

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Complaints October to March 2007/08

Complaint Summary

Administrative error	Leak, damaged chair & carpet
Argumentative employee	Leaky radiator
ASB complaints	Missed appointments
Carpet damaged during repair	No facilities for two weeks
Ceiling not repaired	No heat all day - 87 year old tenant
CH overflowed ceiling down	Not satisfied with service
Conversion not carried out	OAP fallen on shared path
Customer unhappy with decision	On Emergency list - given notice to quit
Customers car damaged	Only part UPVC carried out
Damaged décor/floor coverings	Pathway problems
Double glazed unit not replaced	Poor communication / attitude
Debris outside main entrance	Poor Customer Service
Décor damage to lounge	Rain penetration - laminate wet
Dirty boot prints on carpets	Removed from housing list
Dirty carpets, hall/stair/landing	Repair reported - not done
Electric costs for loaned heaters	Roof not fixed after 10 months
Electrical problems after DH	Senior Managers attitude
Employee left gloves in car park	Severe damp no action taken
Failed repair to leaking roof	Unfair - Suspension Notification
Flood damage	Unfair allocations
Flood due to ineffective repair	Unhappy with fence repair
Garage roof not fixed	Unhappy with service
Incomplete works	Unhappy with windows program
Incorrect fault diagnosis RH	Various faults not repaired
Keeps receiving invoices	Various repair problems
Kitchen flooded - combi boiler	Vinyl floor burnt by plumber
Kitchen floor covering damaged	Vulnerable tenant - no ID shown
Lack of service	Waited 2 years for a house
Leak (above) reported 5 times	Water damage
Leak damaged kitchen flooring	Work promised - not done
Leak damaged laminate	Work reported - not done
Leak from Combi-boiler (SIME)	Workman has a poor attitude

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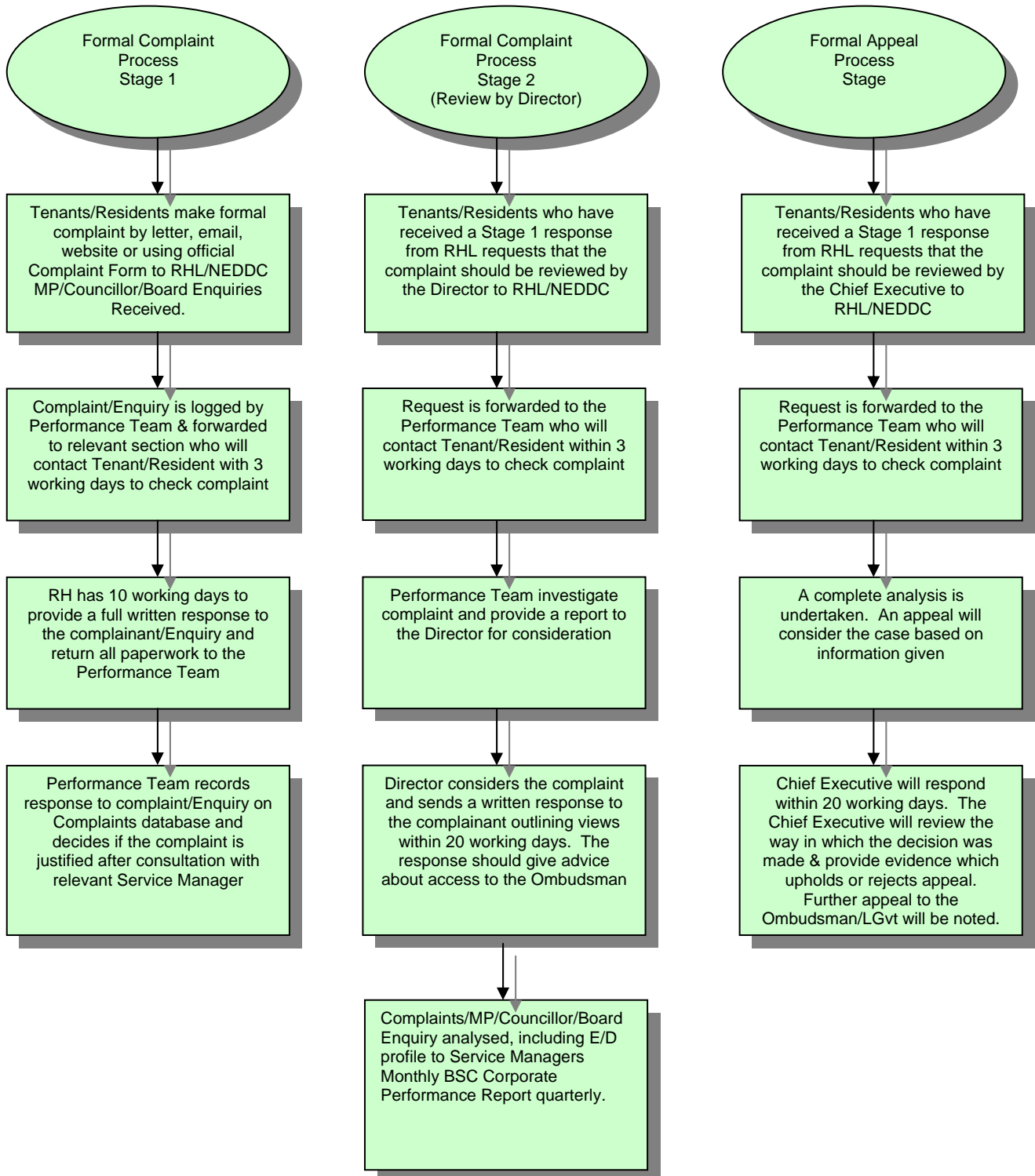
Complaints April to September 2008

Complaint Summary

£18 lock removed from garage	Overcrowded house
114 Kingsley Crescent is an eyesore	Parents need shower adaptation - request turned down
Accident wall cupboard shelf dropped	Power failure whilst away - freezer contents lost
ASB from neighbour + wants Care Call removing	Promised kitchen upgrade in 2008, not scheduled
ASB neighbours, needs move	Re Charge Complaint
Carpet contaminated with radiator sludge	Replacement DGU for lounge has been cancelled
Ceiling collapsed, décor damage - re-work - 5 week delay	Reported repairs are not being done
Child injured on broken glass/tiles left by workers	Requires move to ground floor accommodation
Clumsy workman - décor damage	Response below standard
Cracks inspected, no remedial work done yet	Rykneld Homes will not repair toilet seat
Damp house, wants to move	Severe ASB problems with neighbours
Decorations compensation unpaid	Soot contamination
Delay in starting adaptation	Stripped wallpaper for inspection
Delay starting Boiler renewal	Structural defect on property
Delay with Decent Homes - tenant feels victimised	Too many visits by Neighbourhood Champion
Delays - roof repair/insulation	Unable to bid on a property
Extremely unhappy with the quality of service	Unhappy - Tenants given permission to lop trees
Faulty socket caused loss of food from fridge/freezer	Unhappy about cessation of rent collections
Fish killed by grinding dust	Unhappy at serving of 'Notice Seeking Possession'
Floor lift in kitchen is causing laminate floor to split	Unhappy with advice from Senior Asset Management
Garage clearout Charge	Unhappy with advice received & subsequent eviction
Garden is not fenced & it is adjacent to a footpath	Unhappy with advice received from Rykneld Homes
Inappropriate questions asked	Unhappy with Investigators
Incomplete / poor work	Unhappy with letter received
Insurance claim turned down	Unhappy with removal of hedges
Lamp broken accidentally by plasterer	Unhappy with RH repairs service
Long wait for Care Call Alarm	Unsure of CBL process
Manhole overflowed damaging kitchen floor 'covering	Void Property previously flooded - carpets smell
New WHB leaked, décor damage	Waiting for housing
Not informed of the installation of UPVC windows	Wants décor allowance as per Rykneld website
Ongoing electrical problems	XS bill due to boiler failure

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A Summary of the Complaint Procedure – includes MP's/Councillors/Board Enquiries



or email performancemonitoring@rykneldhomes.org.uk Or Telephone 0800 012 1621