



# Quarterly Complains Report

Oct – Dec 2019

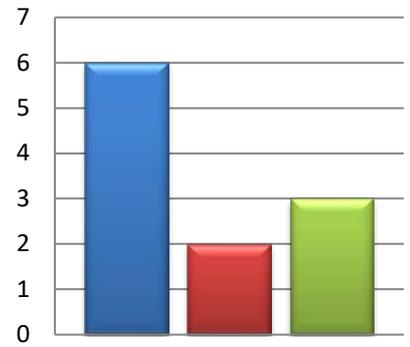
## Complaints by month

A total of 11 complained were closed.

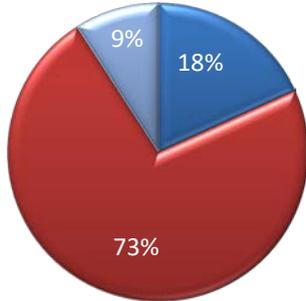
6 complaints were closed in **October**.

2 complaints were closed in **November**.

3 complaints were closed in **December**.



■ Oct ■ Nov ■ Dec



- Housing Services
- Technical Services
- Factoring
- Care and Repair
- Sheltered
- Corporate
- Multiple

## Complaints by department

Of the 11 complaints closed:

**73%** were about **Technical Services**

**18%** were about **Housing Services**

**9%** were about **Multiple**

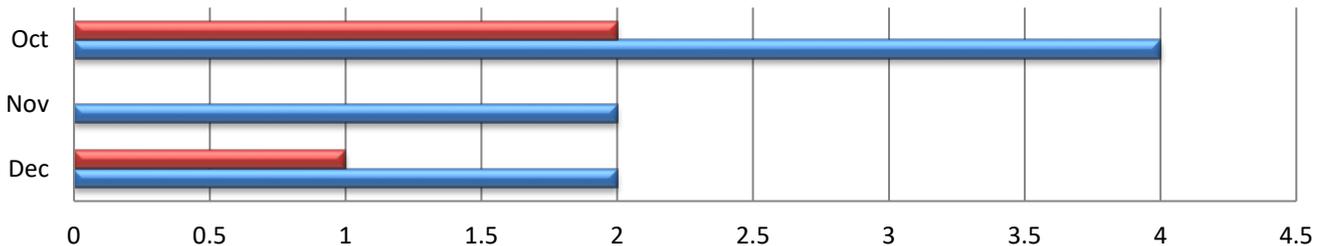
No complaints were closed about **Factoring**, **Care and Repair**, **Sheltered**, or **Corporate**

## Complaints by Stage

Of the 11 complaints closed:

**3** were **Stage 1**, **67%** closed within target, with **67%** partially or fully upheld

**8** were **Stage 2**, **100%** closed within target, with **100%** partially or fully upheld



	Dec	Nov	Oct
■ Stage 1	1	0	2
■ Stage 2	2	2	4

## Lessons Learned

We welcome feedback from our customers and feedback from any complaints we receive help us to make improvements to the services we provide. Here are some of the lessons we have learned from the Complaints we have received during this period.

What you said	What we did
Resident complained that he had been spoken to in a threatening manner by one of our Contractors.	We emphasised to Contracts Manager, at pre start meetings and toolbox talks that he ensure that their operatives adhere to Bridgewater's Customer Care Standards.
Tenant felt that Bridgewater had not listened to him when he reported ASB.	We reviewed our Customer Service Training to ensure staff are confident to articulate the Associations position when dealing with Neighbour Disputes and ASB.
We failed to notify our out of hours responder service that a tenant would be away from home for a period time, this caused a series of events which resulted in our tenant unable to return to their home and having to stay in a local hotel for 3 nights.	We accepted that we failed to provide the level of service and have reviewed procedures carried out between our Housing Support Team and BR24 and introduced a number of measures to address all lessons learned to ensure that this situation does not happen again.