

## **October to December 2021 feedback report**

Here at LiveWest we are always looking to improve the service we provide to our customers. We review our performance regularly and appreciate all the feedback we receive on where improvements may be required. Your feedback helps us to learn and improve our services, as well as understand your views and get things right the first time.

Reducing complaints and embedding the learning from feedback is linked to our overall customer service strategy and our commitment to transforming our customer service.

Here is our complaints and feedback performance report for the period October – December 21. Our performance targets have been affected due to COVID-19, but we aim to improve those as we return to our normal services.

### **Volume of feedback**

We received 597 new complaints between 1 October – 31 December

We resolved 532 complaints (486 at stage 1 and 46 at stage 2)

We received 190 compliments

### **Days to resolve**

We want to resolve complaints as quickly as possible, but we know that sometimes it takes us a little longer to fully investigate and act. On average it takes us 48 days to resolve and close a stage 1 complaint. We are working hard to close complaints quicker. One of the reasons for the additional delay is that we do not close a complaint until all actions have been completed. We are still experiencing some delays with carrying out repairs and maintenance work due to a backlog of outstanding repairs but are working hard to complete outstanding works and installations.

### **Customer satisfaction**

The current year-to-date satisfaction score with the way a complaint is handled is 69.23%. This is below our target of 74%. We are working hard to improve satisfaction with complaint handling. This is an area that we will focus on in 2022 and will be making changes to improve the handling and learning from complaints.

### **Reasons for complaints**

About 75% of all the complaints we receive relate to property repairs and maintenance. Our most common complaints relate to heating and hot water, quality of the work carried out, and delays to carry out investigations and resolve issues.

We also receive complaints relating to communication namely providing timely updates on ongoing issues and actions being taken.

## **Learning from complaints**

We are currently working on implementing several changes following your feedback to improve the way we deliver services to you.

We are developing training for our colleagues in Customer Services to improve listening skills and provide an increased awareness of Mental Health. The first pilot of this training is scheduled for February 22.

We are trialling a new approach to managing complaints in the Service Improvement Team. The aims of the trial are to: reduce complaint handling times and improve overall satisfaction with the complaint handling. The trial will run for 3 months between January and April. We'll let you know the outcome of the trial in May.

We have asked the Customer Communications group to review the complaint template letters that we use to confirm the outcome of a complaint. It's important that the letters are clear, concise, and jargon-free. The Customer Communications group will carry out their review of the letters in February and amendments will be made to the template letters during March.

## **Support for you**

If you have any concerns, please contact us and we will confirm the next steps.

There is a wealth of information on the website that may be able to help you resolve the issue. Click on the Solve an Issue page and give it a try.