**April to June 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 April – June 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**

During the early part of 2020 we saw the impact of the lockdown period on complaint volumes which reflected the reduction in services being delivered. Volumes during this period between April and end of May were below expected levels. However, as at the beginning of June 2020 we saw volumes returning to previous levels compared. While we have not seen the number of complaints reduce overall, we have seen an increase in the number of complaints our teams have been dealing with since June 2020.

We received 517 new complaints between 1 April – 30 June

We resolved 520 complaints (482 at stage 1 and 38 at stage 2)

We received 238 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. It is pleasing to note that over half of the complaints closed from April to June were closed within 20 days, but we know that some complaints took longer to resolve. On average it took us 35 days to resolve 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**

In June 2021, the number of customers who are satisfied with the way their complaint has been handled is currently 66.72%. 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 2021 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, delays to investigate and resolve issues and quality of work carried out.

Other complaint themes relate to communication, delays to house moves and cancelled or rescheduled appointments.

We appreciate that some of the decisions we have made to suspend services may have not been entirely welcomed and we have seen some complaints relating to the decisions we have made to suspend non-essential services. As we reintroduce services such as mutual exchanges, we are receiving large volumes of enquiries and applications. We apologise for the delay in arranging house moves via mutual exchange and appreciate your support and patience as we work our way through your applications and contact customers.

**Learning from complaints**

We have made several changes following your feedback to improve the way we deliver services to you.

In June, we introduced a new computer system which will enable us to record all communications against your customer account from across the entire business and to ensure that timely updates are received on issues you have raised with us.

In the Customer Service Centre, we currently use technology called TechSee that enables us to view issues and faults via a customers mobile phone. This has been very successful in reducing the number of repair visits needed and customers needing to be at home for repairs appointments. All LiveWest colleagues are now able to use TechSee and have received training. We anticipate a reduction in the number of visits needed to your home as we resolve issues with you over the phone.

**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.