

## **July to September 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 July – September 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 523 new complaints between 1 July – 30 September

We resolved 482 complaints (438 at stage 1 and 44 at stage 2)

We received 176 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 40 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 68.98%. 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, delays to investigate and resolve issues and quality of work carried out.

Other complaint themes relate to communication and providing timely updates on ongoing issues.

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

We are reviewing how we deal with reports of damp and mould in your home. We know from your feedback the importance of quickly investigating and resolving reports of damp and mould. This is why we are looking to set up a team of in-house specialists who will be able to carry out investigations and work with you to resolve the issues you have raised.

In our last update, we let you know about a product called TechSee that enables us to view issues and faults via the camera on your mobile phone. You've told us this is working really well so the Maintenance and repairs teams are extending the use of TechSee. We are looking at dealing with more of your repair's requests using TechSee to see if we can fix the issue over the phone before we send one of our operatives to visit you.

### **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.