

January to March 2022 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 January to March 2022.

Volume of feedback

- We received 438 new complaints between 1 January to 31 March.
- We resolved 582 complaints (523 at stage one and 59 at stage two).
- We received 222 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 45 days to resolve and close a stage one 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 we 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 69.36%. 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 the time taken to investigate and resolve issues.

We have received several complaints due to communication. This includes not keeping you updated regarding ongoing issues or giving you plenty of notice when we need to re-arrange an appointment.

Learning from complaints

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

We have started scoping improvements to the Customer Portal. By the end of the year, we are looking to deliver more functionality so that you can carry out more requests online and at a time that suits you. We will give you more updates on our progress over the next six months.

We are reviewing the forms we send out to you to make them easier to read and more straightforward. We will work with the customer communications group to review and improve the forms.

Following a review by the customer communications group, we have amended the complaint template letters that we use to confirm the outcome of a complaint. This should ensure that the letters are clear, concise, and jargon-free.

Support for you

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

Our Solve an issue tool provides quick answers to common questions and can help you solve simple problems in your home. To use the tool, visit **liverest.co.uk/my-home/solve-an-issue**.