

April to June 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 April to June 2022.

Volume of feedback

We received 378 new complaints from 1 April to 30 June

We resolved 415 complaints (362 at stage 1 and 53 at stage 2)

We received 247 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 44 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 66.18%. 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 property condition, quality of the work carried out, and the time taken to investigate and resolve issues.

We have received several complaints due to communication and the provision of information. This includes not keeping you updated regarding ongoing issues, providing more information on the mutual exchange process 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.

Following a review by the Customer Communications Group, we have amended the mutual exchange form and leaflet to provide more information about the mutual exchange process including how long it can take from submitting your application to moving home.

We are developing a set of frequently asked questions around environmental issues to provide more guidance around what energy efficiency work may be undertaken in your home and when, and what improvements you can make to your home such as the installation of electric vehicle charging points.

Support for you

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

Our website has lots of useful information that may be able to help you resolve the issue. Visit our [Solve an Issue](#) page and give it a try.