

July to September 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 July to September 2022.

Volume of feedback

- We received 400 new complaints between 1 July to 30 September.
- We resolved 476 complaints (414 at stage 1 and 62 at stage 2).
- We received 237 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 43 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, however we are working hard to reduce the amount of time we take between when you ask for the repair and when the repair is completed.

Customer satisfaction

The current year-to-date satisfaction score with the way a complaint is handled is 67.17%, which 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 quality of work carried out by us or our contractors. This includes not keeping you updated regarding ongoing issues or having to visit your home numerous times to resolve an issue.

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 issued a reminder to managers to ensure that tasks are regularly monitored and reassigned where required when a colleague is out of the business. This will ensure that tasks are actioned by agreed deadlines.

We have updated the Complaints policy which you can view [here](#). A number of changes have been made following your feedback and are in line with the Complaint Handling Code issued by the Housing Ombudsman. We have updated the support we will offer to you to ensure that your concerns are heard and addressed as part of the complaints process. We will also ask you to let us know what outcome you are seeking so that we fully understand whether the options you seek are possible.

Support for you

If you have any concerns, please [contact us](#) and we will confirm the next steps.

There is a range of information on the website that may be able to help you resolve problems in your home, including our [solve an issue tool](#).