

Complaint KPI Report – 2010/11 (Quarter 2 update)






General

	Q1 2010/11	Q2 2010/11	Year to date
Total number of new complaints received	48	62	110
Total Number of Closed Complaints	45	61	106
Total Number of Live Complaints Stage 1	19	20	20
Total Number of Live Complaints Stage 2	3	5	5
Total Number of Live Complaints Stage 3	4	3	3
Total number of Live MP complaints	3	2	2
Total number of live complaints passed to the Ombudsman	0	0	0
Total number of cases where compensation has been paid	21	25	46
Total number of compliments received	1	5	6

	Q1 2010/11	Q2 2010/11	Year to date
Allocations Complaints Received	0	0	0
Allocations Complaints Closed	2	0	2
Anti-social behaviour Complaints Received	1	1	2
Anti-social behaviour Complaints Closed	1	0	1
Estate Services Complaints Received	2	2	4
Estate Services Complaints Closed	3	2	5
Home ownership and leasehold Complaints Received	0	1	1
Home ownership and leasehold Complaints Closed	0	0	0
Other Complaints Received	1	0	1
Other Complaints Closed	1	0	1
Repairs and Maintenance Complaints Received	40	54	94
Repairs and Maintenance Complaints Closed	37	54	91
Staff and Customer Service Complaints Received	1	3	4
Staff and Customer Service Complaints Closed	1	2	3
Tenancy Management Complaints Received	3	1	4
Tenancy Management Complaints Closed	0	3	3

Stages								
	April 2010	May 2010	June 2010	Q1 2010/11	July 2010	August 2010	September 2010	Q2 2010/11
Stage 1 % complaints responded to within target	100%	94.74%	100%	97.9%	100%	100%	95.7%	98.4%
Stage 1 Average time taken to respond (calendar days)	12.3	11.05	14	12.5	11.3	8.9	10.1	10.2
Stage 2 % complaints responded to within target	33.33%	75%	100%	76.9%	100%	83.3%	100%	92.3%
Stage 2 Average time taken to respond (calendar days)	29.67	23.75	14.5	20.8	18.3	21.8	13.3	18.8
Stage 3 % complaints responded to within target	0%	100%	0%	100%	100%	100%	100%	100%
Stage 3 Average time taken to respond (calendar days)	0	41	0	41	125	42	113	280

	Amber Target	Green Target	Q1 2010/11	Q2 2010/11	How are we doing	Movement on quarter
% Complaints resolved at Stage 1 (not escalated)	90%	98%	77.8%	77%		↓
% Complaints resolved at Stage 2 (not escalated)	75%	85%	72.7%	61.3%		↓
Complaints responded to in timescale	85%	90%	93.7%	97.5%		↑

Customer satisfaction						
	Amber Target	Green Target	Q1 2010/11	Q2 2010/11	How are we doing?	Movement on quarter
Satisfaction with complaints process	77%	90%	77%	90%	😊	↑
Were you satisfied with how fairly your complaint was dealt with?	77%	90%	84.6%	96.4%	😊	↑
Were you satisfied with how quickly your complaint was dealt with?	77%	90%	61.5%	92.9%	😊	↑
Were you satisfied with how well informed you were kept when we were dealing with your complaint?	77%	90%	76.9%	92.9%	😊	↑
Were you satisfied with how easy it was to understand our complaints process?	77%	90%	84.6%	100%	😊	↑
Were you satisfied with the final outcome?	77%	90%	76.9%	96.4%	😊	↑

At Cosmopolitan Housing Association we strive for excellence by trying to provide the best possible service to you. The Association values the views and comments of its residents, which it uses to improve the services we provide. Here are a selection of service improvements we have implemented based upon from feedback through the complaints process.

We are never offered an appointment if other works are required and it takes numerous phone calls to arrange any follow on works – **All appointments are now made using the new 'opti time' facility, allowing 'on the spot appointments'.**

You seem to send lots of contractors or inspectors out for repeat works and the repair issues can take weeks to be resolved as a result - **Contractors to liaise with KHT Services contact centre regarding repeat visits, to avoid duplication.**

We were in when the contractors called, but now our repair has been classed as no access as we could not answer the door quick enough - **Contractors have agreed to allow residents an adequate amount of time to answer the door before moving onto next appointment**

Act on Survey results with immediate effect, rather than on an ad-hoc basis – **All tenants raising issues in relation to repairs via the repairs surveys will be contacted immediately following requests for issues to be investigated.**

Have a single point of contact for all customer feedback – **A new Customer Feedback Officer has been appointed.**