

Customer Complaint



Annual Complaints Performance and Service Improvement Report Arneway Housing Co-op Ltd 2023-24

Board Report:

From: Housing Services Director: June 2024

Overall the Co-op has a high standard of service that all or the tenants appreciate, as part of a housing Co-op which provides a high de service on repairs, services and cooperation between the office staff and tenants.

Many of the Co-op tenants have come from a homeless background and therefore appreciate what the Co-op offers. At the interview stage the Board member explain in detail what the Co-op can offer and also seeks the cooperation of all new tenants to continue the high standard of cooperation between tenants and the office.

Therefore, it is very unusual for tenants to make an official Complaint that is not handled before it becomes a major concern and escalates to the Ombudsman or other legal avenue.

The Co-op has developed a procedure that works well with all tenants

1. Actively listen and makes notes:

Concentrate solely on what the customer is saying. Make notes of the key facts and their concerns, so that you have a record of the conversation to refer to in the future.

2. Acknowledge the customer's concerns and thank them:

At the appropriate time during the conversation, we thank the tenant for bringing this matter to our attention.

3. We always apologise for the impact or the inconvenience caused

4. We always ensure that we understand and summarise the issue with the tenant; we make sure we have all the facts.

5. We Agree and explain the actions the office will take as a result of their complaint; especially on repairs and time-scales

6. We Ask for feedback on any concerns that the tenant may have.

7. We agree the follow up action and record in the day book and retain all correspondence in our file.

We had one outstanding Repair Complaint in 2023 which was a little difficult as there were many contributing factors involved which made this a difficult case to resolve, involving small children which contributed to further delays and health and safety issues.

I am pleased to report that the Complaint was dealt with to the satisfaction of both the tenant and the Office. There were valuable lessons to be learned and in future the Office will be better prepared in handling these cases.

Duncan Aitkins

Housing Services Director
