

## Complaints analysis

Through Project Weave we have made significant improvements in the time it takes us to handle complaints. From 1st July to 30th September 2010 there were a total of 34 complaints received that had to be passed on to a manager. This is where either a front line member of staff could not deal with the issue or a customer requested the matter to be dealt with by a manager.

The total number of complaints completed from April to September is 41, taking an average of 23 days to complete.

Complaints and customer contact is important to us at Erimus Housing and is currently being focussed on by one of our Project Weave Continuous Improvement Groups. The group is looking at ways to improve the service and reduce the number of days it takes us to respond to customer complaints. We will be looking at the quality of responses to complaints and customer satisfaction with the process. The information we receive will help us to learn and improve services by identifying recurring issues and reviewing processes

## Complaints analysis by service area

The table below shows the number of complaints received by service area by month

<b>Complaint category</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Total</b>
<b>Estate Management</b>	1	1	1	1	1		<b>5</b>
<b>Maintenance</b>	7	7	9	6	5	12	<b>46</b>
<b>Property Investment</b>	1	2					<b>3</b>
<b>Rehousing</b>	1	1	2	3	1	1	<b>9</b>
<b>Service Charge</b>	1						<b>1</b>
<b>Supported Housing</b>					1		<b>1</b>
<b>Tenancy</b>		1	1		2		<b>4</b>
<b>Regeneration</b>	2						<b>2</b>
<b>Rent</b>						1	<b>1</b>
<b>Handling of Anti Social Behaviour</b>			1				<b>1</b>
	<b>13</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>73</b>