



## Board

26 May 2009

### Compliments, Complaints and Comments Report, Quarter Four and Year End 2008- 09

Report by Director of Tenancy Services

For Discussion	Area Implications	Citywide
<p><b>Executive Summary</b></p>	<p>The report provides an overview of informal and formal complaints for quarter four and the year end for 2008/9 and how as an organisation we have improved our services by learning from key messages from our tenants, leaseholders and other customers. The report also includes information on claims for and levels of compensation, satisfaction levels, demographic information and value for money.</p> <p><b>Key Performance Q4</b></p> <ul style="list-style-type: none"> <li>• 95% (target 95%) of formal complaints responded to within 10 day target.</li> <li>• 51% (target 50%) of complainants satisfied with the handling of complaints.</li> </ul> <p><b>Key Performance 2008-9 Total</b></p> <ul style="list-style-type: none"> <li>• 95% (target 95%) of formal complaints responded to within stated service standard.</li> <li>• 54% (target 50%) of complainants satisfied with the handling of complaints.</li> </ul> <p><b>Key Actions achieved in 2008-9</b></p> <ul style="list-style-type: none"> <li>• Implementation of the complaints scrutiny panel</li> <li>• Promotion of compliments, complaints and comments to the youth audience.</li> <li>• Measure value for money on complaints.</li> </ul> <p><b>Key Actions planned for 2009-10</b></p> <ul style="list-style-type: none"> <li>• Set up central specialist complaints team</li> <li>• Improve reporting to new committee structure by including Step three and Ombudsman complaints information.</li> <li>• Section specific Informal complaints training to be delivered to improve numbers and quality of complaints information.</li> </ul>	

<b>Recommendations</b>	<p>Board is asked to:</p> <ul style="list-style-type: none"> <li>• Note the information in this report.</li> <li>• Make any comments on the information presented in this report.</li> <li>• Improve report by including information on Step three and Ombudsman complaints when reporting to new committee structure.</li> </ul>
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<b>Business Implications</b>	
<b>YHN Mission and Strategic Objectives</b>	<ul style="list-style-type: none"> <li>• Support and care to the communities</li> <li>• Three star excellent services</li> <li>• A quality workforce</li> <li>• Refurbishing and building homes</li> </ul>
<b>Value for Money/Efficiencies</b>	HouseMark benchmarking exercise shows YHN is delivering excellent value for money on complaints.
<b>Resources (financial, property, technological or human)</b>	There are no direct financial implications of this report.
<b>Impact on Services/Performance</b>	Services are now being continually reviewed and improved following key messages from our customer.
<b>Outcomes for tenants/leaseholders</b>	Our customers will benefit from the improvements to the services delivered. Customers will also be made aware that they can influence the service through telling us what they think about the services through Compliments, Complaints and Comments.
<b>Risk (reputation, relationship)</b>	The central approach to Compliments, Complaints and Comments needs to engage all staff to log information. If the information is not logged centrally the process of improving services across the whole organisation will not be consistent and could result in pockets of excellent services and poor services.
<b>Environmental</b>	There are no immediate environmental issues contained in this report.
<b>Legal Implications</b>	As an organisation YHN must comply with Data Protection regulations. In publishing the learning actions YHN must ensure that no personal data is included.
<b>Equality and Diversity</b>	Key messages from our customers are considered in line with our equalities and diversity strategy. Information about the demographic profiles of customers is collected

	and analysed to ensure that no groups are disadvantaged in this process and to identify any trends in service delivery that may indicate discrimination or disadvantage.
<b>Stakeholder Involvement/Consultation (planned or already carried out)</b>	All information about learning actions and outcomes is considered quarterly by the Homes & People editorial panel for consideration of inclusion in the magazine.

<b>Background papers</b>	HouseMark Benchmarking April 2009.
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# Compliments, Complaints and Comments Report, Quarter Four and Year End 2007-8

## 1. Introduction

- 1.1 This report provides an overview of informal and formal complaints for quarter four and year end 2008-9. Complaints have been categorised by nature, outcome, and geographical area. Additionally formal complaints are reported by timescale of response.

The report also informs Board how as an organisation we have improved our services by learning from key messages from our tenants, leaseholders and applicants.

Other information included in the report details demographic information on complaints, satisfaction levels and a breakdown of compensation directly attributable to complaints through the 'sorry fund' and compensation awarded through the claims process.

In total in quarter four YHN received 940 complaints. On average 40,000 repairs are reported and 26,000 expressions of interest are made by our customers each quarter. These are just two types of services we provide to the customer. The number of complaints needs to be weighted against the number of transactions our customers have with all of YHN's services.

In total for 2008-9 2,315 informal complaints and 909 formal complaints were received. Again we need to put the number of complaints into perspective with the number of 'transactions' over the course of the year with our customers.

## 2. Performance and Improvements for 2008-9

- 2.1
- Achieved 95% against a target of 95% for responding to complaints within the service standard.
  - Achieved 54% against a target of 50% for satisfaction in how formal complaints are dealt with.
  - Maintained logging of numbers of informal complaints, from 2352 in 2007-8 to 2,315 in 2008-9.
  - Board report improved to include value for money and more in depth information on customer satisfaction.
  - Continuing benchmarking through HouseMark against other ALMO's shows excellent performance on value for money and performance.
  - Tenants Scrutiny Panel set up and officers gaining feedback on responses to formal complaints.

- Promotion of compliments, complaints and comments to the youth audience.
- New remedies policy implemented to ensure consistent and transparent process.
- New policy implemented to support staff to deal with persistent and unreasonable complainants.

### **3 Analysis of Informal Complaints**

3.1 Information was divided into four areas of analysis, nature, outcome, area and total number of complaints. This was consistent with formal complaints.

Informal complaints graphs are attached in **Appendix One**.

#### **3.2 Number**

There was an increase in the number of complaints received in quarter four (562 to 700). Overall the number of informal complaints received in total for 2008-9 (2,315) was comparative to the figure received for 2007-8 (2,352). There are still some areas of the business which are not recording informal complaints to the expected volume. Over the course of 2009-10 we will be delivering training on informal complaints which will be designed specifically for individual sections which are failing to log informal complaints.

#### **3.3 Nature**

On a proportionate basis there was a change in the nature of complaints from 2007-8 to 2008-9. There was a decrease in the number of policy complaints (770 to 506) due to high numbers of leaseholder complaints received in 2007-8 not being repeated in 2008-9. Complaints about the quality of service increased in 2008-9 (937 to 1242) largely due to the rent letters sent out prior to Christmas.

#### **3.4 Outcome**

The level of complaints not justified in 2008-9 fell in comparison to the level for 2007-8 from 35% to 18%. This is due to the high level of policy complaints from leaseholders received in 2007-8 which were not justified. There was also an increase in the complaints about rent letters which were justified in 2008-9.

#### **3.5 Area**

Around 50% of informal complaints were made by customers in the OWN end of the city in 2008-9. This is an increase from 2007-8 when it was about 35%. Conversely the East end of the city in 2007-8 was around 50% and has fallen to 32% in 2008-9. The West area of the city has remained stable at about 15%.

#### **4. Analysis of Formal Complaints**

- 4.1 Information was divided into the five areas for analysis currently available on the NCC provided IT system: nature, outcome, area, timescale and total number of complaints.

Formal complaints graphs are detailed in **Appendix Two**.

#### **4.2 Number**

There was an increase in numbers of complaints received in quarter four 2008-9 (240) compared to quarter four 2007-8 (215).

Overall for the year there was an increase of 100 (from 809 to 909). There is no discernable reason for this increase.

#### **4.3 Nature**

The split of complaints for quarter four 2008-9 was very similar to quarter four 2007-8 and the totals for 2008-9 and 2007-8.

#### **4.4 Outcome**

The trend in the percentage of complaints justified this year (50%) has remained consistent with the level of complaints justified in the 2007-8 (49%). The trend remained consistent throughout the year.

#### **4.5 Area**

The percentages for areas have remained roughly the same this year in comparison to 2007-8.

The percentage of complaints in each area roughly reflected the amount of stock held in each area of the city.

#### **4.6 Timescale**

There was slight dip in performance relating to the time taken to respond to complaints from quarter four 2008-9 (95%) to quarter four 2007-8 (97%). Although this remains the same as the performance in quarter three 2008-9 (95%).

Overall in 2008-9 the performance is 95%, which is in line with our target for the year.

#### **5. Learning from Compliments, Complaints and Comments**

- 5.1 Throughout 2008-9 the Champions reviewed informal complaints trends, formal complaints, escalated complaints and Ombudsman complaints. Alongside complaints the Champions also reviewed compliments to share best practice around the organisation.

Overall through 2008-9 the Champions made recommendations that resulted in improvements to the quality of work, goods and services and contractor performance.

Full details of recommendations completed are included in **Appendix Three**.

## **6. Demographic information about Complainants**

6.1 Informal complaints are logged directly onto Northgate. The demographic information has been picked up by our main housing management system. Details of the demographics of our customers who make informal complaints for quarter four and the final total for 2008-9 are detailed in **Appendix Four, Tables A to J**.

6.2 Formal complaints are currently logged on a separate database. Demographic information is captured now in four ways:

- Through the web site when making a complaint on-line
- With the acknowledgement letter.
- With the satisfaction form.
- The complaints team manually extracts the information from Northgate.

Details of the demographics of our customers who make formal complaints are detailed in **Appendix Four, Tables K to R**.

6.3 A breakdown of percentages of demographics has been included in **Appendix Four, Table S**. This details the comparison between the overall city statistics (as at January 08) and informal and formal complaints.

Overall we are receiving complaints from all areas of our customer base, most in line with the city demographic breakdown. For instance the general breakdown for gender, age, religion and ethnicity complaints is almost the same as the breakdown of our customer base. There is a difference in formal complaints received from our disabled customer base. This could however be explained by the lack of demographic information available when formal complaints are received.

## **7. Satisfaction with Complaints**

7.1 On the closure of all complaints a satisfaction form is sent out to the complainant. The satisfaction form attempts to capture information in relation to how their complaint was handled and how accessible the process was.

7.2 Overall in 2008-9 we received 247 forms (27%). This is an encouraging rise from 16% in 2007-8, due to the implementation of telephone satisfaction surveys being done.

A new target for satisfaction in how complaints were dealt with was set at 50% for 2008-9. The level of satisfaction increased from 40% in 2007-8 to 55% in 2008-9, we therefore achieved our target.

The results for quarter four and total for 2008-9 are detailed in **Appendix Five**.

- 7.3 Board requested more information on the outcome and nature of complaints where satisfaction forms were returned. In **Appendix Six** the responses for the level of satisfaction on how complaints were dealt with and the satisfaction on the outcome of the complaint has been detailed for 2008-9.

The level of satisfaction in how the complaint has been dealt with for a complaint that has been justified is 67%. Complaints that have not been justified have a lower level of satisfaction at 55%.

The level of satisfaction in the outcome of the complaint for a complaint that has been justified is 58%. Complaints that have not been justified have a lower level of satisfaction at 42%.

## **8. Compensation**

- 8.1 Last financial year the 'sorry fund' was set up to enable managers to send a gesture of apology to customers who had been genuinely distressed or inconvenienced by a mistake caused or made by Your Homes Newcastle or its contractors.

In quarter four 17 customers have been sent flowers or fruit as a gesture of good will, totalling £407. 18 customers were awarded financial compensation at a cost of £4,097.

Overall for 2008-9 46 customers had a gesture of good will delivered to them at a cost of £1072. 28 customers were awarded financial compensation totalling £5535.

Monetary compensation through discretionary allowance, discretionary payments and inevitable damage has been awarded to 27 customers out of 35 in quarter four, amounting to £3,952.

Overall for 2008-9 monetary compensation has been awarded to 125 customers out of 176 customers, amounting to £13,410.

**Appendix Seven** details the compensation awarded.

## **9. Value for Money**

- 9.1 Information was passed to HouseMark in November 2008 to measure the value for money of complaints handling compared with other ALMO's taking part. The data was due to be released early January 2009 but was delayed until April 2009.

The results have shown Your Homes Newcastle in a favourable light in comparison to other ALMO's.

The full version of the report will be available for viewing at the Board meeting.

- 9.2 The median cost of dealing with a complaint in 2007/08 was £166.99. The maximum unit cost of dealing with a complaint in 2007/08 was £246.13, whilst our cost came in at £60.95, the lowest unit cost for all 20 ALMO's.
- 9.3 The median number of calendar days ALMOs took to resolve a Stage 2 complaint during 2007/08 was 12.10. A quarter of ALMO's took 18.35 days or more and a further quarter 8.50 days or less. Our result was 8.00 days.

## **10. Recommendations**

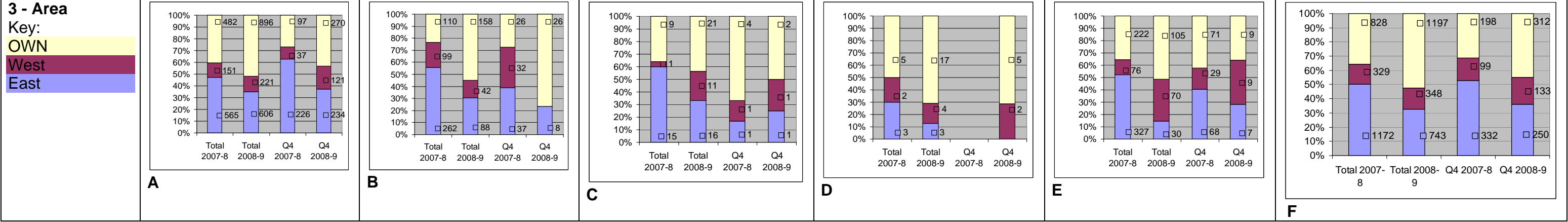
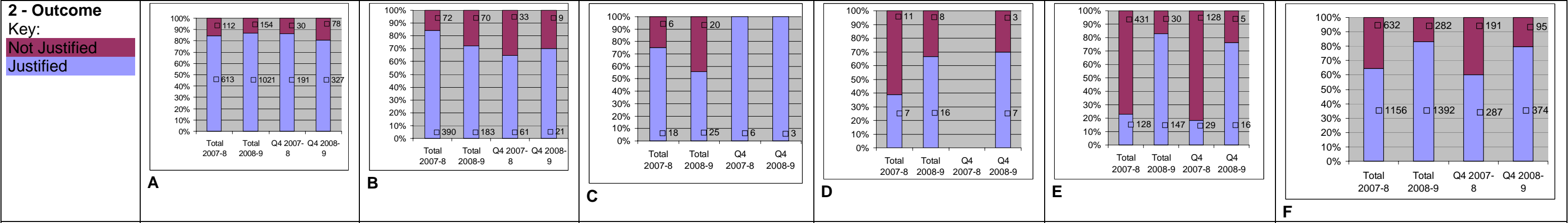
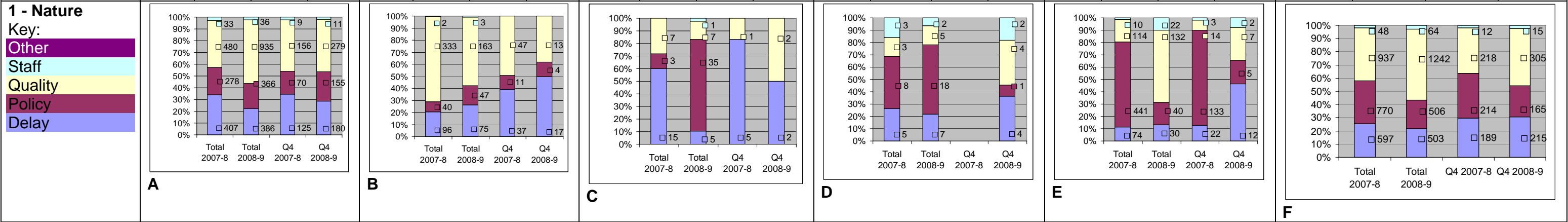
- 10.1 Board is asked to:
- Note the information in this report.
  - Make any comments on the information presented in this report.
  - Improve report by including information on Step three and Ombudsman complaints when reporting to new committee structure.

Compliments and Comments Quarter Four and year end 2008/9 performance

	Q1 2008-9	Q2 2008-9	Q3 2008-9	Q4 2008-9	Year Total 2008-9
Number of Compliments and Comments	35	22	15	14	86

Informal Complaints across sections Quarter Four and year end 2008/9

	Housing Offices				Investment				Technical & Maintenance				Your Choice Homes				Other sections				Total			
	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9
Number	1198	1723	279	625	471	288	151	34	25	48	2	4	19	32	11	11	639	224	119	26	2352	2315	562	700
Percentage	51%	74%	50%	89%	20%	12%	27%	5%	1%	2%	0%	1%	1%	1%	2%	2%	27%	10%	21%	4%	100%	100%	100%	100%



Formal Complaints across sections Quarter Four and year end 2007/8

	Housing Offices				Investment				Technical & Maintenance				Your Choice Homes				Other sections				Total			
	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9	Total 2007/8	Total 2008/9	Q4 2007/8	Q4 2008/9
<b>Number</b>	323	235	61	66	207	286	69	80	180	274	57	70	36	26	13	2	63	88	15	22	809	909	215	240
<b>Percentage</b>	40%	26%	28%	28%	26%	31%	32%	33%	22%	30%	27%	29%	4%	3%	6%	1%	8%	10%	7%	9%	100%	100%	100%	100%
<b>1 - Nature</b> Key: Other Staff Quality Policy Delay																								
<b>2 - Outcome</b> Key: Not Justified Justified																								
<b>3 - Area</b> Key: OWN West East																								
<b>4 - Target</b> Key: Not within target Within target																								

## Learning from Compliments, Complaints and Comments

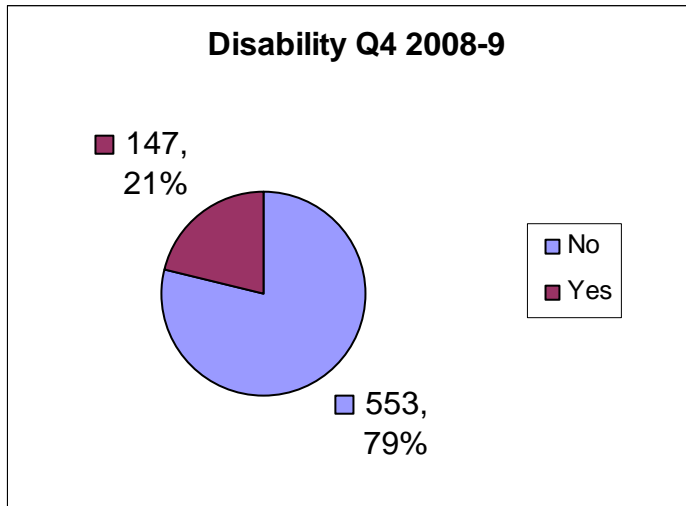
What was the complaint?	What did we do?	What does this mean for the customer?
"The shared areas in my building are dirty"	Reminder to be sent to tenants informing them of the responsibility of cleanliness of buildings.	Customers will know who is responsible and their expectations will be met.
"I didn't receive my scheme allowance cheque"  "I received my scheme allowance cheque but I didn't think it was for the correct amount"	We have altered our procedures and will now include information about the scheme allowance cheque in the last letter going out to customer prior to the works starting.	This would reduce complainants of this type and meet customer expectations.
"I had a new fence put up but was then expected to arrange for the old fence to be removed from my garden at my expense. When it wasn't removed quickly the housing office sent me a letter."	Reminder to contractors regarding their responsibility to remove fencing. Housing staff to check who has carried out the work before sending letters out to tenants regarding state of garden.	Customer would get a full service and would not have the impression that sections of Your Homes Newcastle don't communicate.
"I was unable to move into my new tenancy due to outstanding work but I was still expected to pay rent"	Repairs were not identified until after the start date of the tenancy. The remedies policy was followed to compensate the tenant.	A consistent approach to remedies will be followed, ensuring all customers are treated fairly.
"I'm always making the same complaint but I don't feel like I'm getting anywhere."	A staff guide is on the intranet to help deal with customer who complain on a regular basis about the same issue.	The customer will be given a consistent and clear service, rather than have issues go round in circles and not be resolved.
"I was unable to get repairs done following the modern homes work and in the end had to complain before anything was done."	Staff involved have been reminded of the guidance on the intranet.	Customers will receive the service at first enquiry.
"I received a letter just before Christmas saying I was in arrears. I pay my rent by direct debit so I'm not in arrears."	We send out Christmas reminder letters to remind tenants that the rent free weeks over Christmas are a good time to catch up with any rent arrears. Next year we will be sending out these letters from the local office so all tenants who pay by direct debit will be removed from the distribution list.	Any direct debit payers will not receive the letter in 2009, causing unnecessary distress.
"I am a leaseholder and I've been charged for repairs in	We have now made the decision to invoice monthly	Leaseholders will be aware of the repairs occurring and can

my building without any consultation on the repair.”	instead of yearly so the customer is more aware of the repairs being carried out.	check the completion.
“My medical priority was delayed because it needed to be considered by another health professional. No one made me aware of the delay.”	New procedures are now in place to ensure that our customers are made aware of any delay in process that will affect the decision.	Customers will know when to expect the decision.
“I was told I could have a fence put up in my front garden. The housing office then told me that I was not allowed a fence.”	Re-established the estate standards for fencing through the twice yearly technical inspections. Distribute a guide for each estate to contractors to ensure that the incorrect information is not given to the customer.	The customer will not be misled with incorrect information about fencing.
“My neighbour requested our shared fence be repaired. Following the repair the old fence was dumped in my garden.”	Re-establish standards for removal of fencing following repairs. Reminder to all contractors not to leave fencing in wrong garden for pickup.”	Our customers will not be inconvenienced following repairs to neighbouring properties.
“The repair to my ceiling was not completed and no one contacted me to tell me when it would be completed.”	Reminder to the contractor that works should not be booked off the system as complete until they have been finished in the property.	Our customers will have their repairs completed within the expected timescales.
“I saw a YHN Officer using a mobile phone whilst driving.”	Reminder to be sent to all staff on the policy on mobile phones.	Staff will not be seen to be acting unprofessionally.
“I was without central heating and hot water for approx 16 days due to a leak on the hot water tank. I was told an order had been placed for a new tank, but I was given a different date for delivery of the tank each time I called. Why should I have to chase for progress on the repair.”	Change of process to ensure the repairs customer service team inform customers on any delay to part being received.	The customer will be informed of any delays and their expectations will be met.
“My elderly sister is a leaseholder who didn’t agree with the cost of rechargeable works. There was also a lack of real communication with officers.”	Procedures to be altered to ensure costs of rechargeable works are accurately identified and the customer is informed in an appropriate manner.	Vulnerable customers are kept informed in the most appropriate manner of costs of works and changes.
There has been an increase in complaints about condensation and mould in homes.	Leaflet to be given to relevant officers to hand out to tenants when making repairs or dealing with complaints.	Tenants will understand the causes of the problems and will help to prevent any future issues.
“I received a letter asking to tidy my garden when the bulky	Reminder to staff to check prior to sending out a warning letter	Tenants will not receive unnecessary letters and

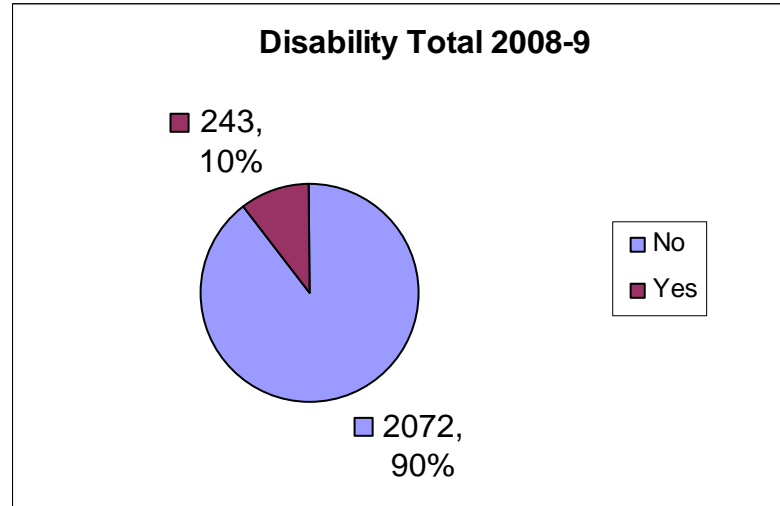
<p>rubbish in the garden was placed there following a repair by your workers the previous day.”</p>	<p>that there is no works being carried out that may result in temporary rubbish.</p>	<p>receive a poor service.</p>
<p>“I received a bill for called the out of hours service to gain access to my home. I never called the service because if I lost my keys I can get the spare set from my parents.”</p>	<p>New process to have the tenant sign for the works when called out of hours to prove that they can be charged.</p>	<p>Tenants will be made aware that they have a responsibility to pay for calls.</p>

Demographics for Informal Complaints.

Disability

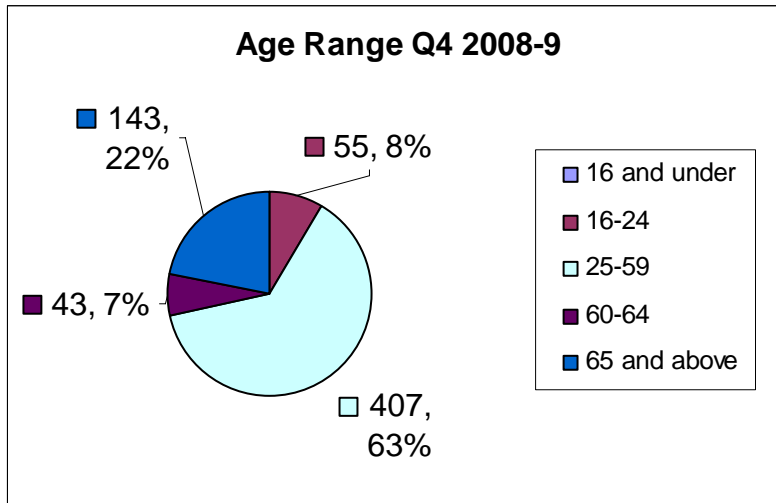


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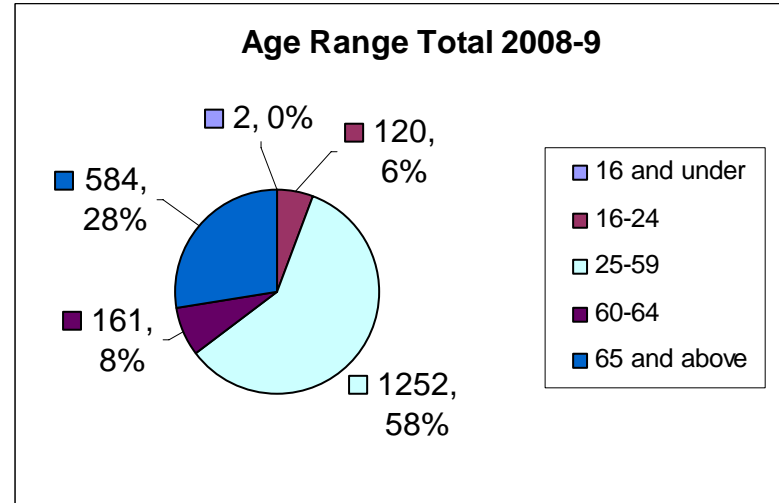


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Age Range

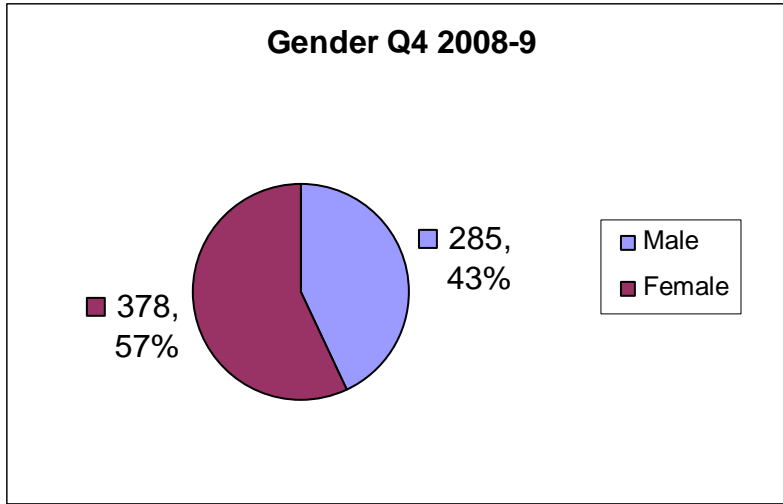


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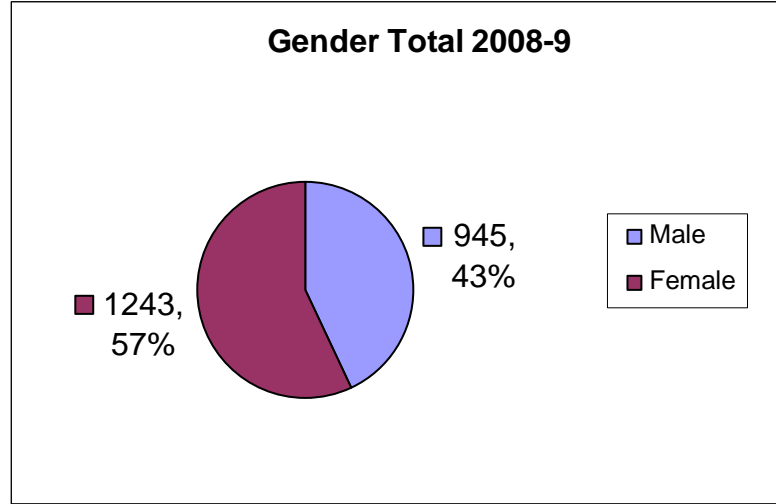


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## Gender

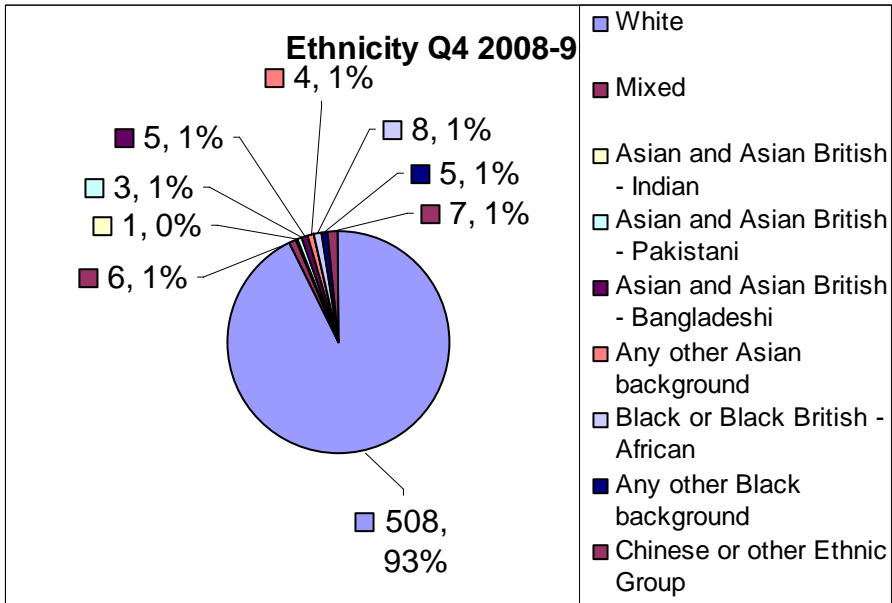


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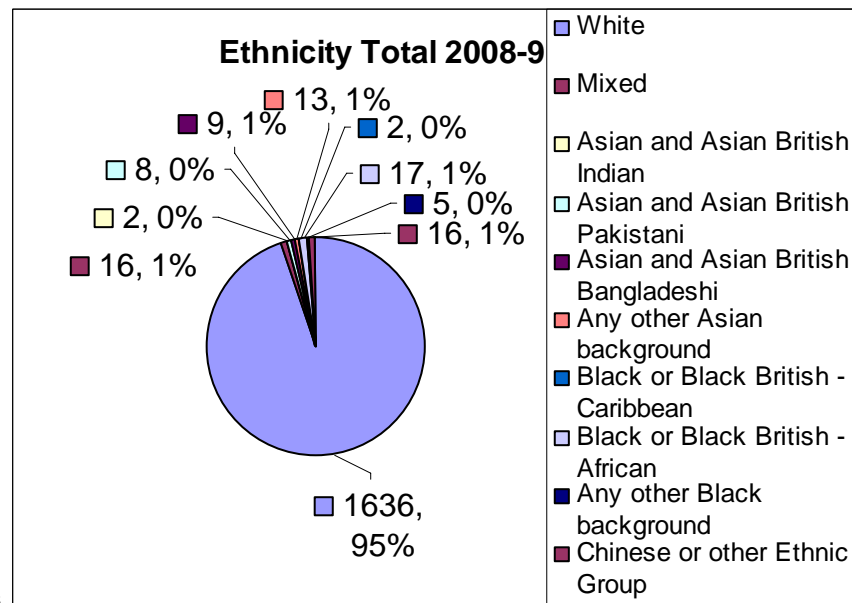


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## Ethnicity

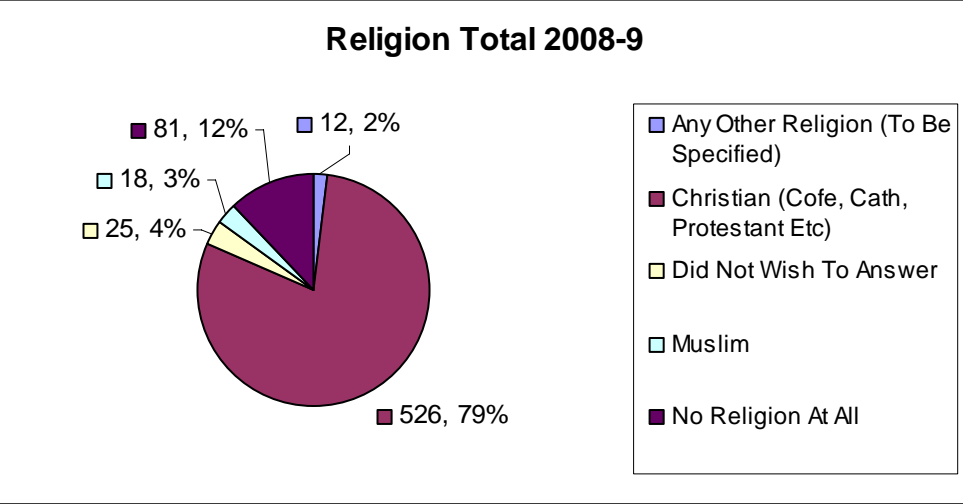
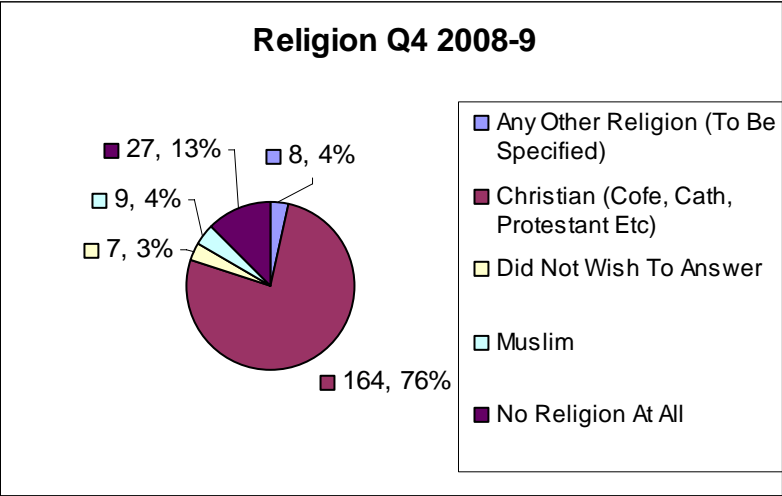


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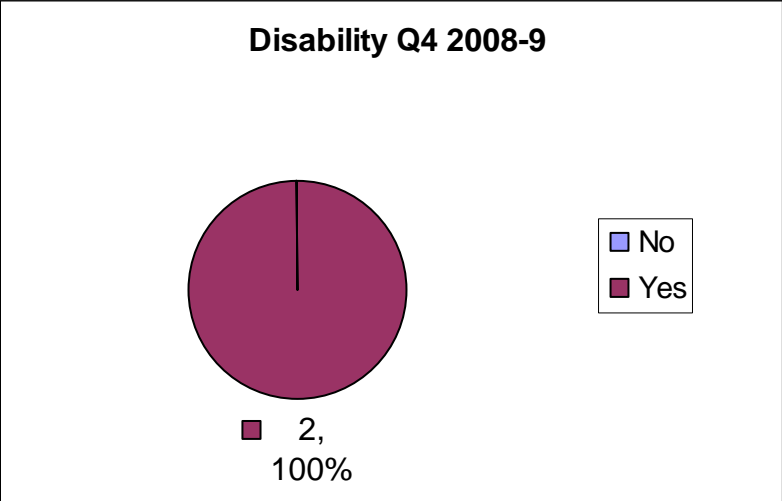
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# Religion

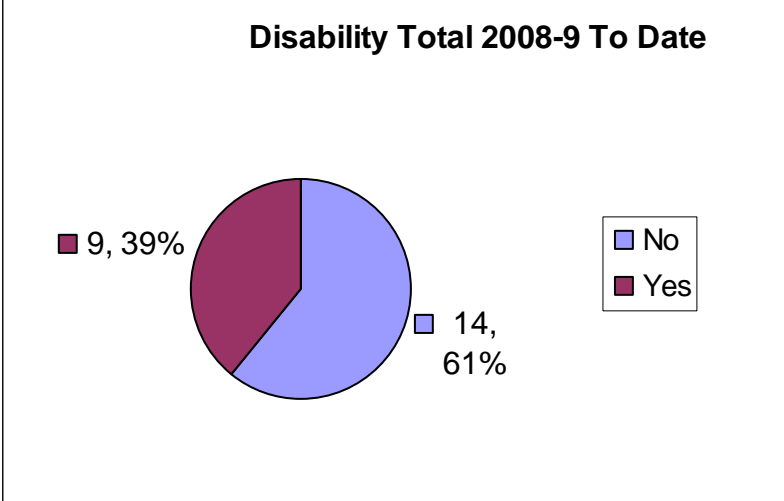


# Demographics for Formal Complaints

## Disability

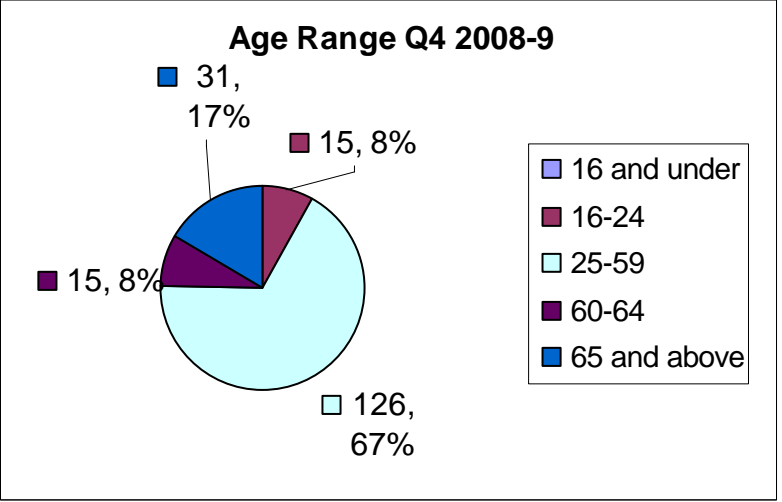


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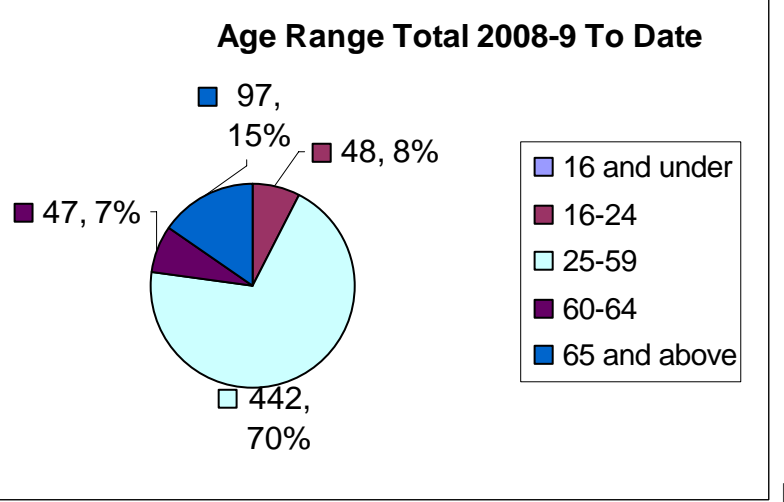


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## Age Range

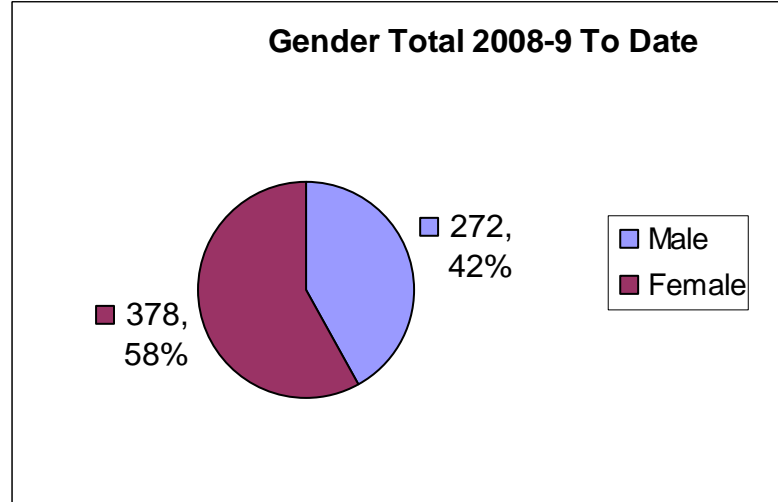
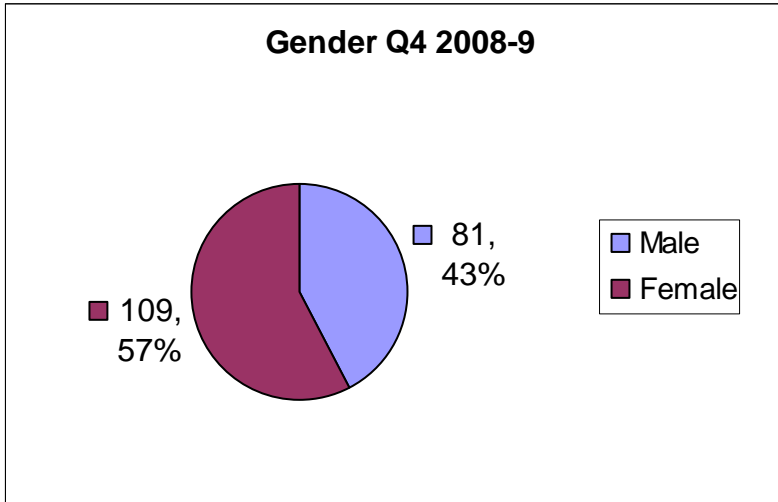


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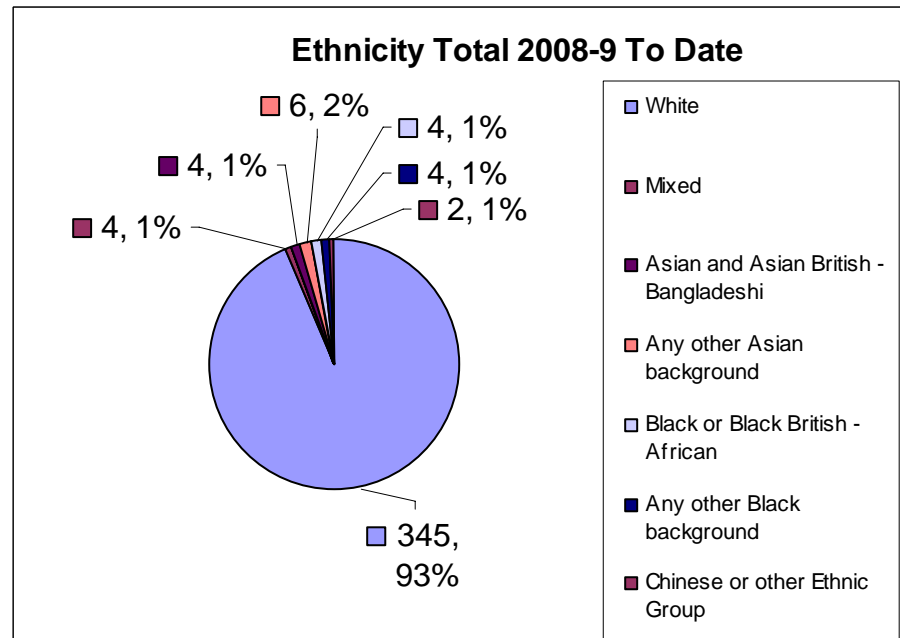
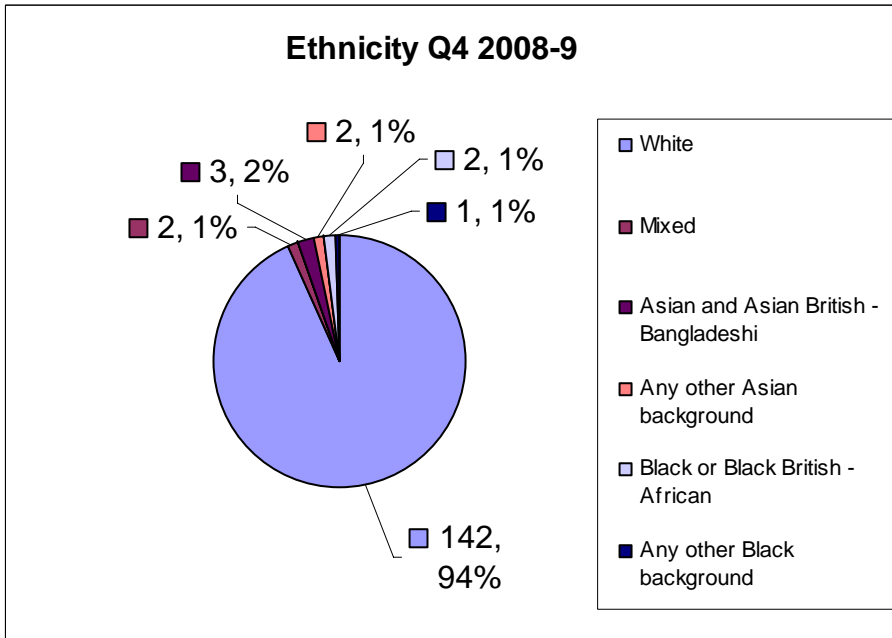


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## Gender



## Ethnicity



**Comparison of demographics for informal and formal complaints with the customer base (as at January 2008)**

**Table S**

		Customer Base	Informal		Formal	
			Q4	2008-9	Q4	2008-9
<b>Disability</b>	<b>Yes</b>	17%	21%	10%	100%	39%
	<b>No</b>	81%	79%	90%	0%	61%
<b>Gender</b>	<b>Female</b>	58%	57%	57%	57%	58%
	<b>Male</b>	42%	43%	43%	43%	42%
<b>Ethnicity</b>	<b>Non white</b>	5%	7%	5%	6%	7%
	<b>White</b>	95%	93%	95%	94%	93%
<b>Age</b>	<b>Under 16</b>	0%	0%	0%	0%	0%
	<b>16-24</b>	7%	8%	6%	8%	8%
	<b>25-59</b>	58%	63%	58%	67%	70%
	<b>60-64</b>	7%	7%	8%	8%	7%
	<b>65+</b>	27%	22%	28%	17%	15%
<b>Religion</b>	<b>Christian</b>	67%	76%	79%	Not available	Not available
	<b>Muslim</b>	1%	4%	3%	Not available	Not available
	<b>No religion</b>	10%	13%	12%	Not available	Not available
	<b>Any other</b>	1%	4%	2%	Not available	Not available
	<b>Not known</b>	20%	3%	4%	Not available	Not available

## Complaints Process Satisfaction survey summary Quarter Four

## Question 1 – Did you contact YHN before you made a formal written complaint?

<b>Base</b>		144
<b>Did you contact YH N before you made a formal written comp...</b>		
	<b>Yes</b>	110 76.4%
	<b>No</b>	26 18.1%
	<b>Don't know</b>	8 5.6%

## Question 2 – Did you get a letter from YHN to let you know we had received the complaint?

<b>Base</b>		139
<b>Did you get a letter from Your Homes Newcastle to let you know...</b>		
	<b>Yes</b>	124 89.2%
	<b>No</b>	15 10.8%

## Question 3 – Did the letter you were sent include.....

<b>Base</b>		127
<b>a) The name of the Senior Officer who was handling the complaint?</b>		
	<b>Yes</b>	95 74.8%
	<b>No</b>	2 1.6%
	<b>Don't know</b>	27 21.3%
<b>b) A full explanation of how your complaint will be dealt with?</b>		
	<b>Yes</b>	96 75.6%
	<b>No</b>	14 11.0%
	<b>Don't know</b>	15 11.8%
<b>c) Details of when you would get a response?</b>		
	<b>Yes</b>	92 72.4%
	<b>No</b>	13 10.2%
	<b>Don't know</b>	20 15.7%

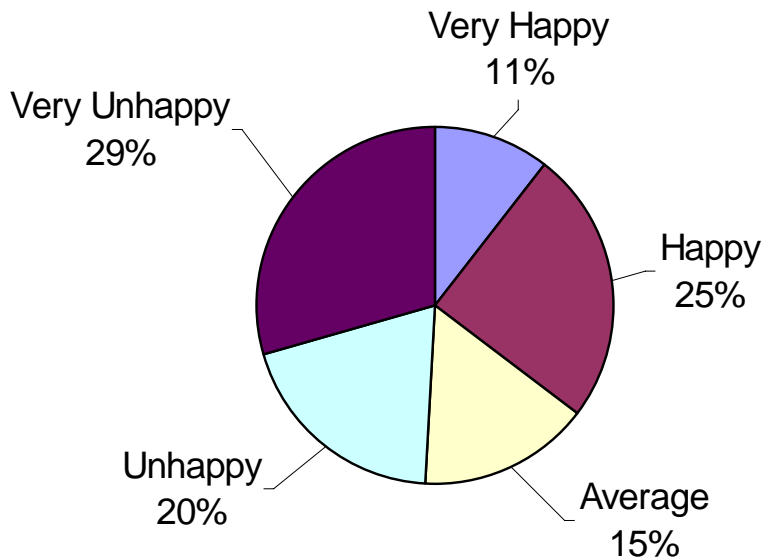
## Question 4 – Did we send you a response when we said we would?

<b>Base</b>		129
<b>Did we send you a response when we said we would?</b>		
	<b>Yes</b>	85 65.9%
	<b>No</b>	21 16.3%
	<b>Don't know / Not applicable</b>	23 17.8%

**Question 5 – How happy were you with the way your complaint was dealt with?**

<b>Base</b>	142
<b>How happy were you with the way your complaint was dealt with?</b>	
<b>Very Happy</b>	15 10.6%
<b>Happy</b>	35 24.6%
<b>Average</b>	22 15.5%
<b>Unhappy</b>	28 19.7%
<b>Very Unhappy</b>	42 29.6%

**How happy were you with the way your complaint was dealt....**



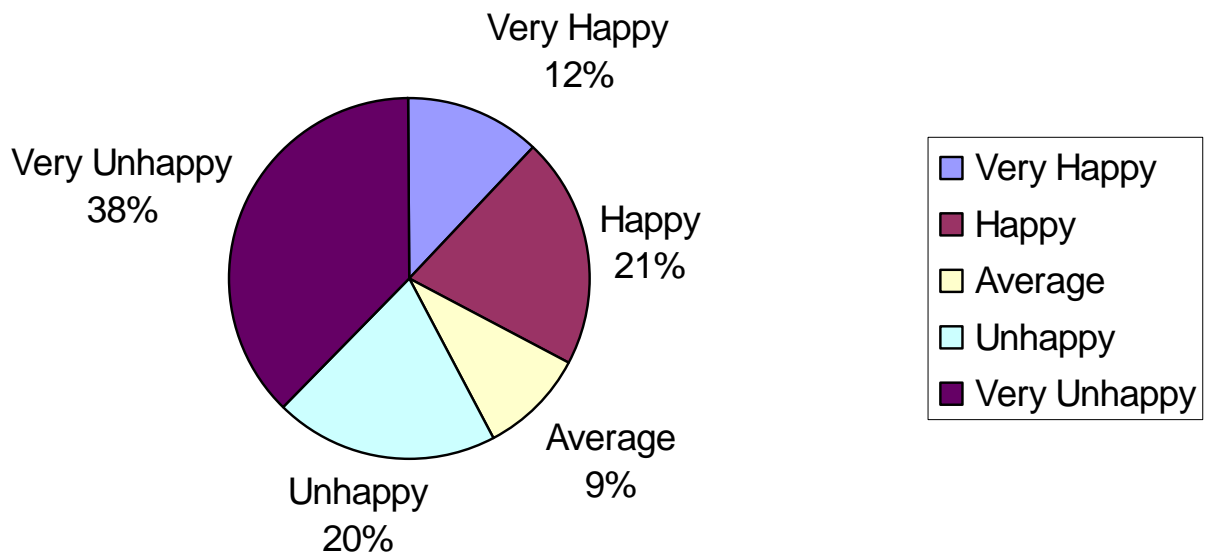
**Question 6 – How happy were you with the length of time it took to respond to your complaint?**

<b>Base</b>	142
<b>How happy were you with the length of time it took to respond...</b>	
<b>Very Happy</b>	15 10.6%
<b>Happy</b>	46 32.4%
<b>Average</b>	25 17.6%
<b>Unhappy</b>	26 18.3%
<b>Very Unhappy</b>	30 21.1%

**Question 7 – Overall how happy were you with the outcome of the investigation into your complaint?**

<b>Base</b>		140
<b>Overall how happy were you with the outcome of the investigation into your complaint?</b>		
	<b>Very Happy</b>	17 12.1%
	<b>Happy</b>	29 20.7%
	<b>Average</b>	13 9.3%
	<b>Unhappy</b>	28 20.0%
	<b>Very Unhappy</b>	53 37.9%

**Satisfaction with the outcome of the investigation into your complaint?**



## Complaints Process Satisfaction survey summary 2008-9

### Question 1 – Did you contact YHN before you made a formal written complaint?

<b>Base</b>		247
<b>Did you contact YH N before you made a formal written comp...</b>		
	<b>Yes</b>	192 77.7%
	<b>No</b>	41 16.6%
	<b>Don't know</b>	14 5.7%

### Question 2 – Did you get a letter from YHN to let you know we had received the complaint?

<b>Base</b>		238
<b>Did you get a letter from Your Homes Newcastle to let you know...</b>		
	<b>Yes</b>	197 82.8%
	<b>No</b>	41 17.2%

### Question 3 – Did the letter you were sent include.....

<b>Base</b>		203
<b>a) The name of the Senior Officer who was handling the complaint?</b>		
	<b>Yes</b>	160 78.8%
	<b>No</b>	5 2.5%
	<b>Don't know</b>	33 16.3%
<b>b) A full explanation of how your complaint will be dealt with?</b>		
	<b>Yes</b>	152 74.9%
	<b>No</b>	23 11.3%
	<b>Don't know</b>	20 9.9%
<b>c) Details of when you would get a response?</b>		
	<b>Yes</b>	146 71.9%
	<b>No</b>	24 11.8%
	<b>Don't know</b>	25 12.3%

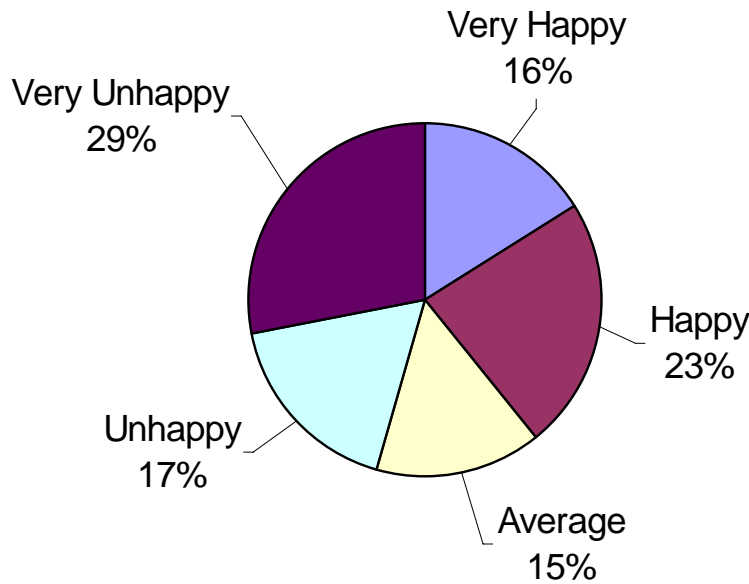
### Question 4 – Did we send you a response when we said we would?

<b>Base</b>		202
<b>Did we send you a response when we said we would?</b>		
	<b>Yes</b>	137 67.8%
	<b>No</b>	34 16.8%
	<b>Don't know / Not applicable</b>	31 15.3%

**Question 5 – How happy were you with the way your complaint was dealt with?**

<b>Base</b>	242
<b>How happy were you with the way your complaint was dealt with?</b>	
<b>Very Happy</b>	39 16.1%
<b>Happy</b>	56 23.1%
<b>Average</b>	37 15.3%
<b>Unhappy</b>	42 17.4%
<b>Very Unhappy</b>	68 28.1%

**How happy were you with the way your complaint was dealt....**



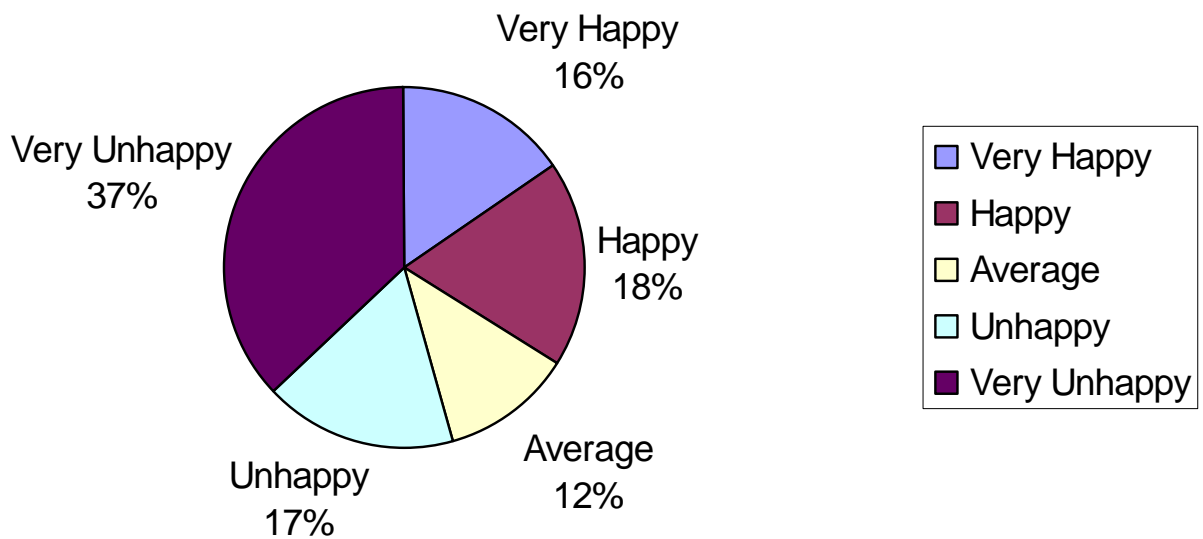
**Question 6 – How happy were you with the length of time it took to respond to your complaint?**

<b>Base</b>	238
<b>How happy were you with the length of time it took to respond...</b>	
<b>Very Happy</b>	37 15.5%
<b>Happy</b>	68 28.6%
<b>Average</b>	43 18.1%
<b>Unhappy</b>	39 16.4%
<b>Very Unhappy</b>	51 21.4%

**Question 7 – Overall how happy were you with the outcome of the investigation into your complaint?**

<b>Base</b>		231
<b>Overall how happy were you with the outcome of the investigation into your complaint?</b>		
	<b>Very Happy</b>	36 15.6%
	<b>Happy</b>	42 18.2%
	<b>Average</b>	27 11.7%
	<b>Unhappy</b>	40 17.3%
	<b>Very Unhappy</b>	86 37.2%

**Satisfaction with the outcome of the investigation into your complaint?**

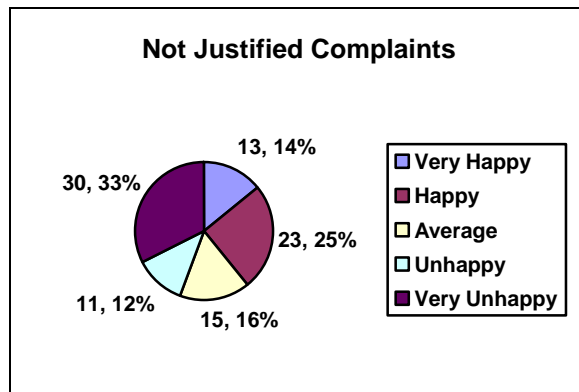
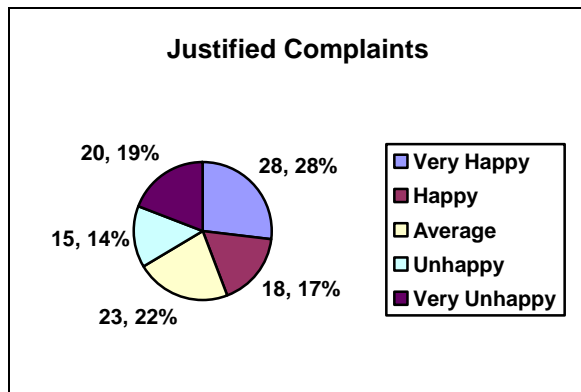


Complaints Satisfaction Analysis 2008-9

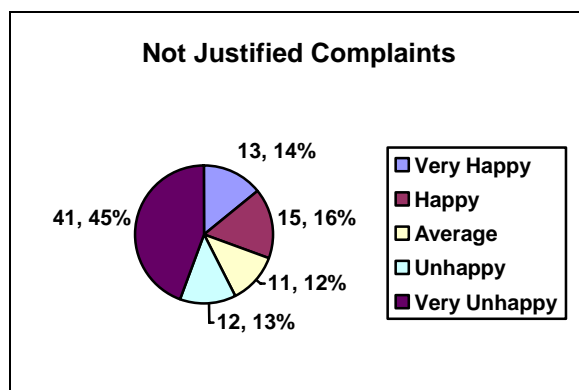
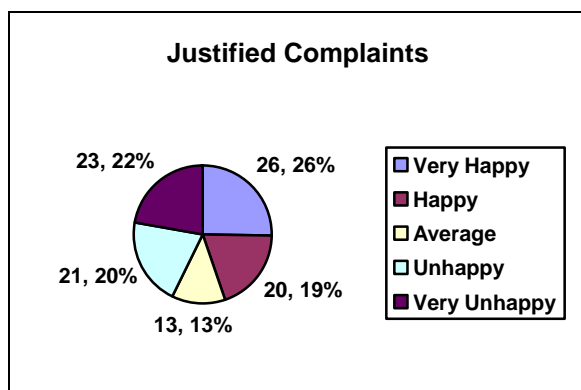
Outcome of Complaints

	Question 5...satisfaction with the way the complaint was dealt with		Question 7...satisfaction with the outcome of the complaint	
	Justified	Not Justified	Justified	Not Justified
Very Happy	28	13	26	13
Happy	18	23	20	15
Average	23	15	13	11
Unhappy	15	11	21	12
Very Unhappy	20	30	23	41

Question 5...satisfaction with the way the complaint was dealt with



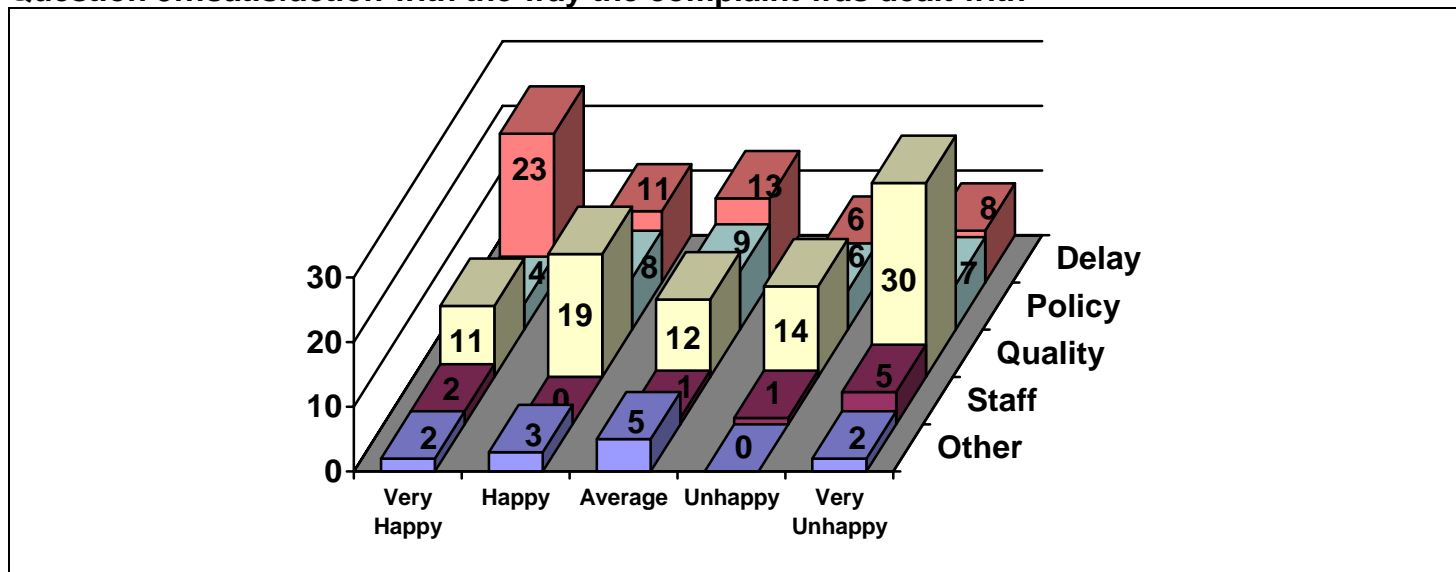
Question 7...satisfaction with the outcome of the complaint



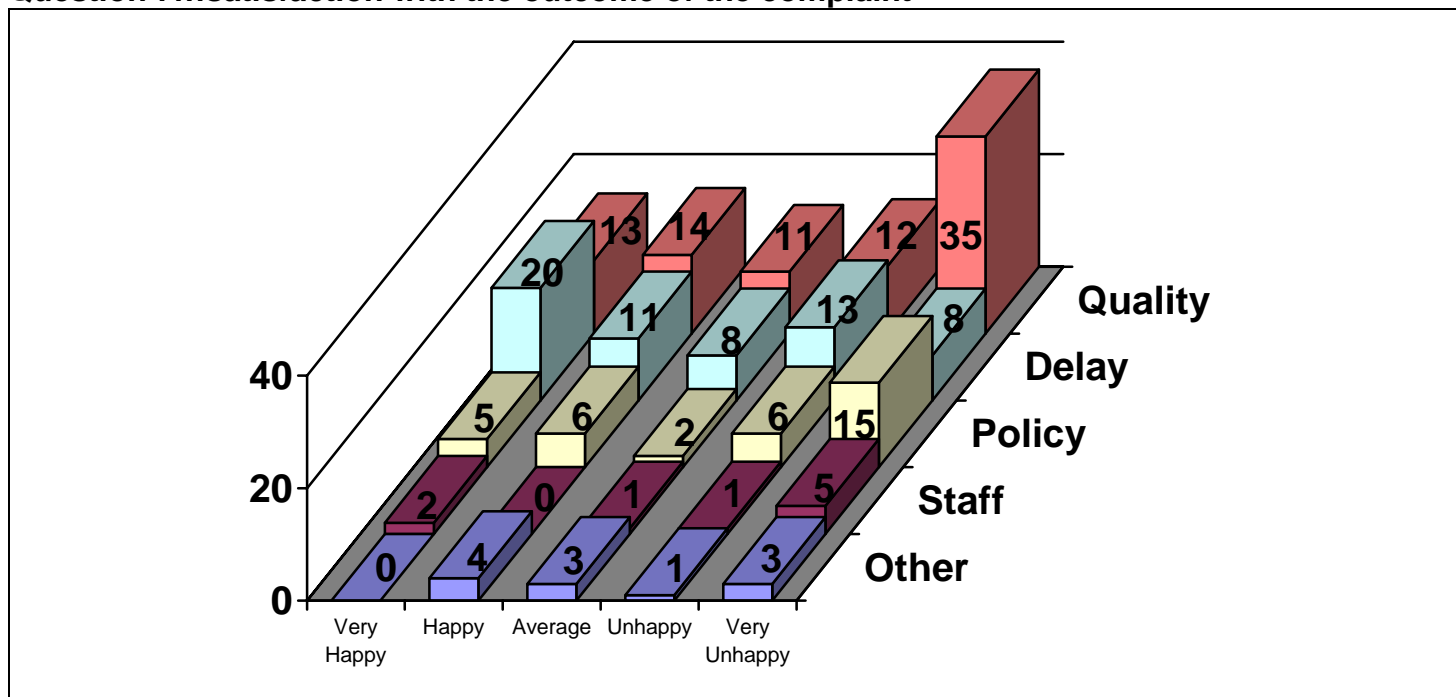
## Nature of Complaints

	Question 5...satisfaction with the way the complaint was dealt with					Question 7...satisfaction with the outcome of the complaint				
	Other	Staff	Quality	Policy	Delay	Other	Staff	Quality	Policy	Delay
Very Happy	2	2	11	4	23	0	2	13	5	20
Happy	3	0	19	8	11	4	0	14	6	11
Average	5	1	12	9	13	3	1	11	2	8
Unhappy	0	1	14	6	6	1	1	12	6	13
Very Unhappy	2	5	30	7	8	3	5	35	15	8

Question 5...satisfaction with the way the complaint was dealt with



Question 7...satisfaction with the outcome of the complaint



Compensation and Claims

