

Winchester

City Council

Q2 2022/23 Stage 1 Compliments and Complaints

Compliments

5 Compliments received in the following service

- 3 Property Services
- 1 Tenancy Sustainment
- 1 Housing General

Our customers said:

"I called your direct line. It was answered with minimal delay and in my opinion was efficiently and courteously dealt with. An emergency contractor would attend. I had a telephone call from the contractor who confirmed his attendance. I was made aware that no further damage was being done and apparently another job was being finished and would be there in about an hour. This he duly did, repaired the system and restored boiler pressure before leaving.

I know people are quick to complain when things go awry but I now feel compelled to compliment both the person who answered the call and the contractor who attended. It reflects well on your organisation. Thank you for your rapid assistance".

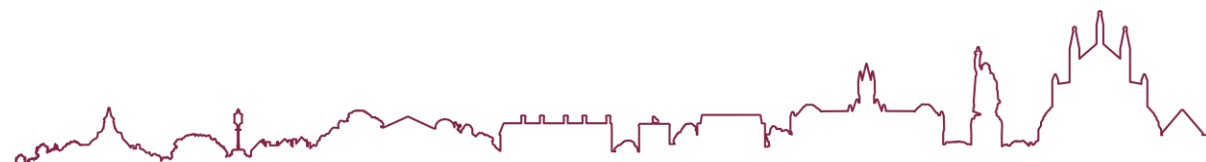


"The family were really grateful for my support over the years (previously under Supporting Families). Said the intervention had changed their lives and without it they would still be struggling with their children and schools etc".



Following a discussion with Council in order to get a copy of my Service Charges I found the person I spoke to most unhelpful she suggested I phone a direct number the following day which again was not helpful.

I decided then to contact Customer Services and I was so impressed with the service, in no time at all I was contacted by Sara Rennie who was most apologetic that I had not been helped or advised who to contact and by lunch time Sarah had printed mine and two neighbours Service Charges and hand delivered them.



I then received a further e mail from Sadia Green again apologising and saying she would talk to her staff on how to deal with queries.

If all complaints and enquiries were dealt with like this tenants would have no room to complain that's it's useless putting in a complaint as nothing is done about it. Just thought you'd like to know the system does work and some officers do take it seriously



Just a few lines to say thank you so very much for your time and understanding.



I wanted everyone to know how very pleased I am with the works that were carried out at my property. the works took 2 days and the contractors worked tirelessly and was aware how hot it was on Friday and Saturday. I am grateful for WCC staff who worked so hard to get these works completed as soon as they could, and for keeping her updated through the process.



Complaints

Stage 1 complaint received 52

Responded within 10 Days - 41 80%

Outcomes of complaints

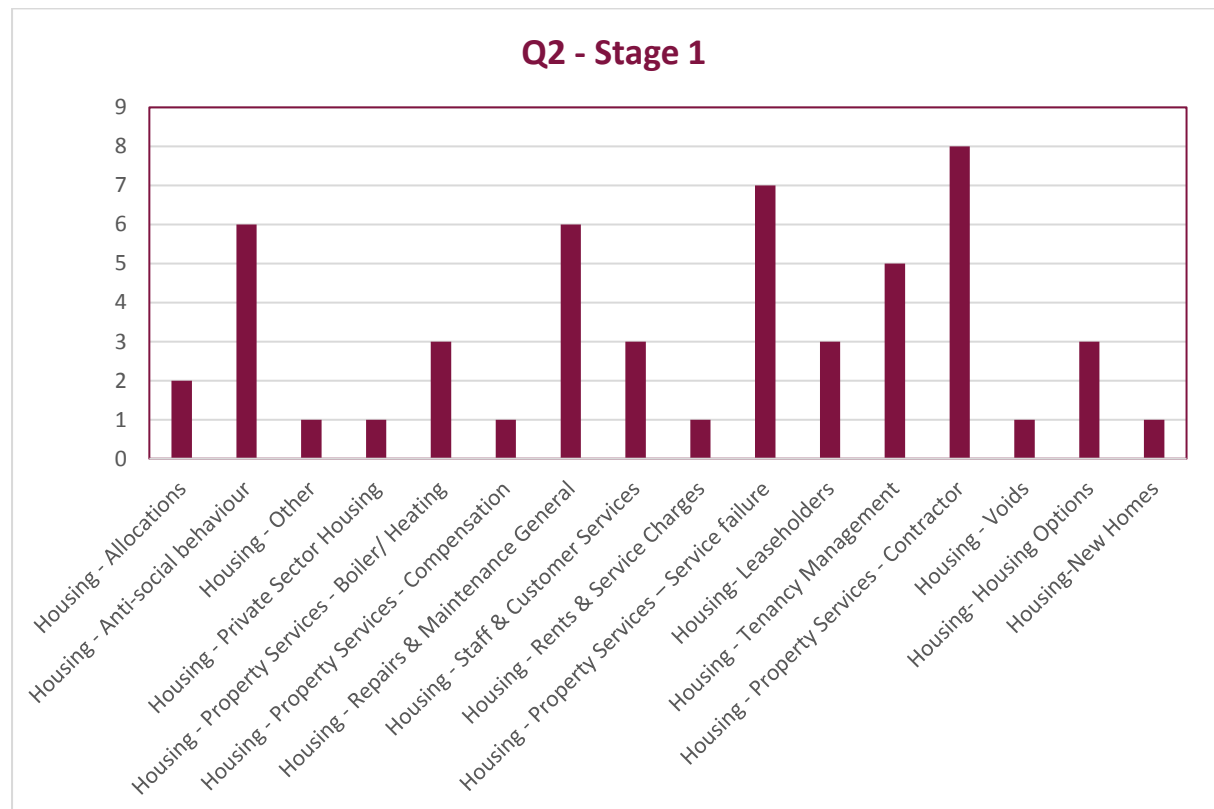
28 Upheld

12 Not upheld

9 Partially upheld

3 Withdrawn

Type of complaints received



Reason why late to respond (acknowledgements sent)




- Complaints officer on sick leave, no details recorded the reason for the delay
- No address submitted, no response from complainant - complaint withdrawn
- Staff on leave who need to make the decision
- Complex case
- Delay in the CX office
- Assigned to the incorrect officer

Further detail to the generic codes

- **Housing – Other** - Downsizing
- **Housing - Repairs & Maintenance General** - Solar Panels, Outside tap, New patio door (DFG), Various complaints on the property, (water pressure, heating, electric costs)
- **Housing - Property Services – Service failure** - Not meeting deadlines, poor communication, Delay in raising job, Lack of communication
- **Housing - Tenancy Management** - Breach of tenancy conditions, Access to property, Fence, Garden

Comparison to Q 1 Stage 1:

Significant increases to housing complaints in Q2, due to widely promoting and staff informing when complaints are made via email and in person

| | 2022/23 Q1 | 2022/23 Q2 | |
|---------------------|-------------|------------|---|
| Complaints received | 28 | 52 |  |
| Responded by | 19 69% | 41.....79% |  |
| Property Services | 13 | 25 |  |

Stage 2

3

2 x Property Services

1 x Staff & Customer Services

MP Enquires

MP 0

Housing Ombudsman

0

