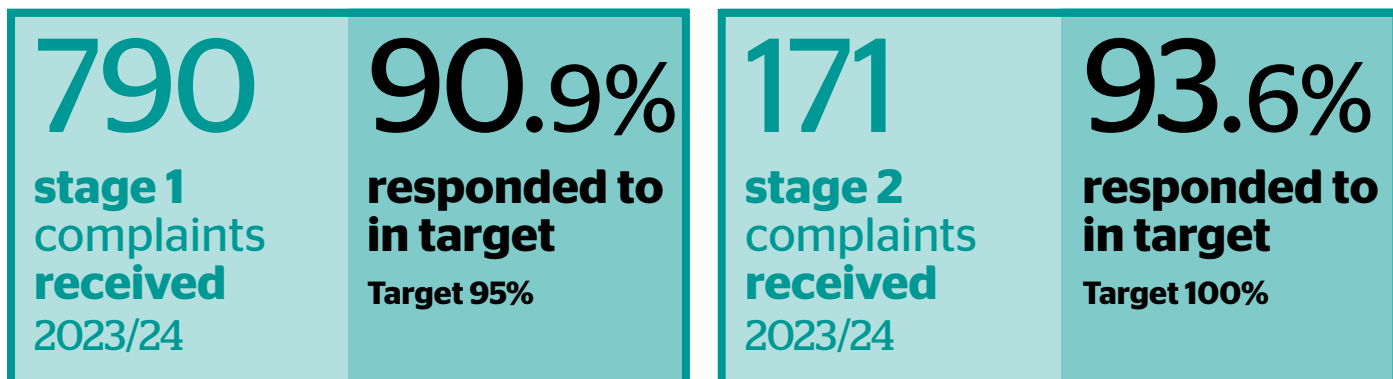


How are we performing?



Learning from complaints

We want to ensure we are responding to complaints quickly and effectively by learning from residents' feedback. Here are some of the things we are doing to achieve this:

Feedback

Complaints have risen from last year and our response rates have not quite been met. We realise that our services are not always as consistent as we would like and that our communication is not as proactive as it should be.

Action

We have implemented better use of repairs data to spot potential issues. All our staff have been trained in our customer relationship management software to ensure a more consistent approach to record keeping and actioning issues and to show greater empathy when dealing with residents. We are creating three additional posts to support dealing with complaints more effectively.

Result

We have reduced the number of overdue jobs, cancellations and the number of repairs going over target. Collaboration between teams has improved to speed up responses to complaints.



You said

We listened

You said:

We want Newlon staff to listen to our concerns and treat us with respect, showing empathy to the situations we find ourselves in and to communicate honestly but kindly with us.

We have:

Listened to what you have said about how we communicate with residents over the phone, in face to face meetings and in emails and letters.

All our staff have taken part in customer service and empathy training and residents have reported an increase in feeling that Newlon treats them with fairness and respect.