

Customer Scrutiny Panel's Review of Complaint Handling						
CSP Rec. No	Recommendation	Stockport Homes' response	Proposed actions	Officers responsible	Deadline	Officer Updates
1	Ensure that every front line member of staff and reception take details of a complaint at first point of contact with a customer. Consider the option of offering a printed form at reception, so that customers are able to raise their complaint in an alternative method if they choose.	Agreed	Refresher training sessions to be given to staff who deal with customers most frequently - One Number Team, Reception, Customer Finance, Neighbourhood Housing Officers. Also ensure that new starters receive training on complaint handling as part of initial training within Customer Access. Guidance resource to be created and accessible by all staff on Huddle as point of reference, with this being promoted via internal communications. Creation of 'pro-forma' for all staff to complete when taking details of a complaint to ensure relevant information is captured, minimising need for customer to re-provide to next person who deals with complaint with Customer Feedback Team. The Customer Feedback Team will monitor standard of detail being taken and passed through from other service areas. Customer Feedback Team will monitor use of printed forms/complaints via Reception. Customer experience of 'ease of making a complaint' will be measured via transactional satisfaction survey.	Chris Czyzyk Beth Evans	31.03.24	as per recommendation 4, transactional survey incorporates measure of ease of reporting a complaint. Training currently being developed with People and OD to be rolled out to all relevant staff - now expected June '24
2	Update the complaint webpage to enable easier access to the information on complaints, including making the telephone number and email address for the Customer Feedback Team more prominent. We would like you to present your ideas for the webpage to the Customer Assurance Panel.	Agreed	Review current webpage with Customer Engagement and Marketing partners. Present proposals for new pages incorporating SCP recommendations to Customer Assurance Panel before implementation	Chris Czyzyk	July '24 - Customer Assurance Panel meeting	Additional changes to website required in relation to HOS Code currently under review - will incorporate all changes including as per CSP recommendation
3	Consider a Customer Feedback Team option on the One Number telephone menu	Agreed	ONT IVR to be reviewed, with consideration to including IVR option for Customer Feedback. Proposed to trial to understand impact upon establishment of increased resource of Customer Feedback Team as of April '24 to ensure capacity to meet expected increase in telephone contacts. Implement 'wrap up' reason to Netcall call system to monitor and measure instances of erroneous calls to Customer Feedback Team via IVR to understand operational impact and make decision on continuation of IVR option. Transactional satisfaction survey ('ease of making a complaint') will be monitored to understand impact of IVR option and included as part of review of trial.	Chris Czyzyk Martin Saunders	31.05.24	Agreed to implement with ONT and agreeing wording for message on IVR regards making a complaint. Additional resource in Customer Feedback Team recruited and awaiting start date, expected late May/early June. IVR change to be enacted then.
4	Consider how to obtain further customer feedback in a way that is not onerous for customers. (We note a previous complaint satisfaction survey was too long and therefore may be off putting for some customers to complete.) For example, a short text message question on satisfaction, with customers who report dissatisfaction being contacted to find out more. We would like you to present your ideas on how you will gather customer insight to the Customer Assurance Panel.	Agreed	A short-version satisfaction question will be developed to be sent to all customers accessing the customer feedback process. This will invite/encourage dissatisfied customers to receive a more detailed survey to understand and draw insights from their dissatisfaction in order to inform service improvement, and provide additional context to TSM data.	Chris Czyzyk	July '24 - Customer Assurance Panel meeting	Satisfaction survey has been re-designed. This reduces length of the survey for most applicants and requests detail only be exception where customer identifies particular area of dissatisfaction with aspect of complaint handling