

## Held at Southgate House on 4<sup>th</sup> August 2009

### Background

Terry gave an overview on how customers can make a Compliment, or Complaint and informed that GCH welcomes complaints and comments as it enables GCH to improve in the way we deliver our services, then handed out GCH service standards related to this and went through this with the attendees.

### Discussion feedback

The group were asked for feedback on their experiences of the service provided by Gloucester City Homes. Areas for improvement identified were noted and our response is recorded in the corresponding Reaction Report. The content of the discussion follows.

#### **a) Good responses how GCH manages complaints**

- I have recently moved into my home and the onsite letting officer was very efficient and gave a lot of useful information
- The staff when you phone to complain are very friendly and try their best to help you sort out your problem

#### **b) Not so good responses from GCH when a complaint was made**

- There is poor communication between GCH and the contractors doing the work, I waited in all day to have an immersion heater fitted only to be told at 2.00pm they did not have a heater in stock to fit.
- When the plumber fitted an immersion heater in my home, he returned 2 weeks later claiming he had left his screwdriver in the airing cupboard and walked mud into my carpet to retrieve it.
- I did not get a letter or call informing me what was happening next when I made my complaint.
- When I talk to my scheme manager about issues I have about my home, he never takes me seriously.

#### **c) Suggestions for improvements**

- It would save people needing to complain if properties were let in a better standard and there are no repairs that a new tenant has to report when they move in.
- We need to be kept informed about jobs when we report them.

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