

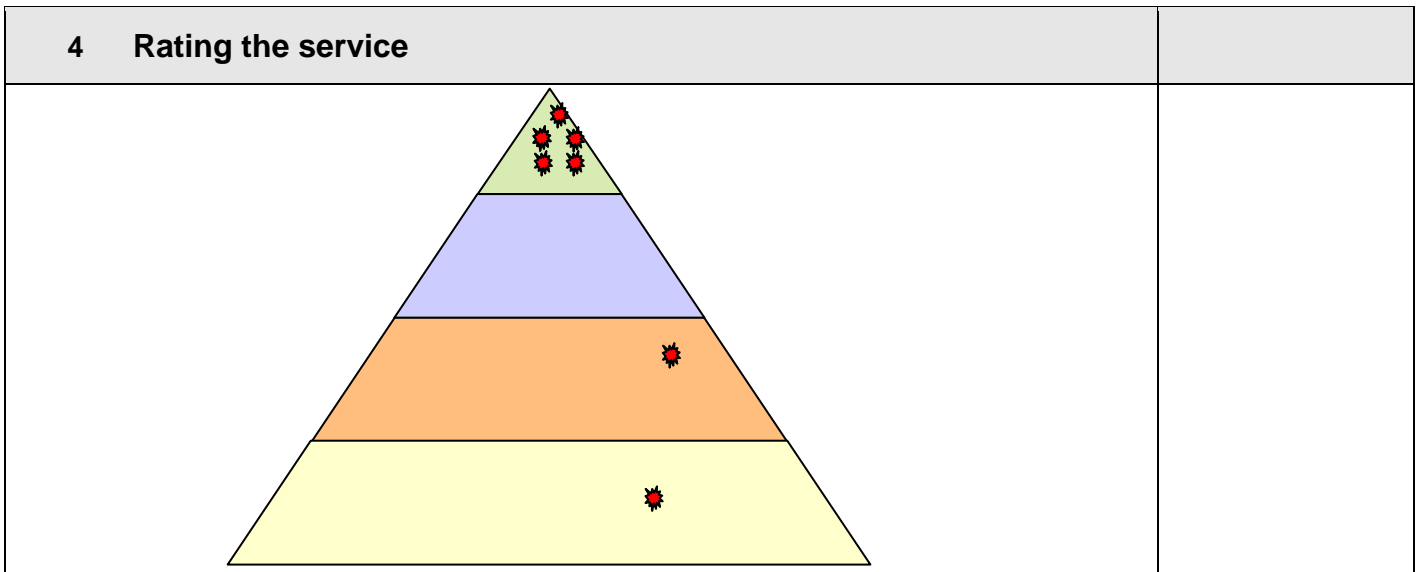


Compliments, Complaints & Comments

Held on Thursday, 25th March 2010 at 60.00 pm
In the Boardroom, Southgate House

Present:

Item	Action
1 Apologies	
1.1 None	
2 Introduction and health/safety issues	
2.1 Terry E gave an overview	
3 Identifying cost of service	
3.1 Lyn P informed the cost of GCH Customer Services is £0.81p and dealing with Compliments, Complaints and Comments would be a very small percentage of this sum	



5 Service Improvement/Decline																					
<table border="1" style="margin: auto; border-collapse: collapse;"> <tr style="background-color: #ffff00;"> <td colspan="5" style="text-align: center;">Decline</td> <td colspan="5" style="text-align: center;">Improvement</td> </tr> <tr> <td style="text-align: center;">-5</td> <td style="text-align: center;">-4</td> <td style="text-align: center;">-3</td> <td style="text-align: center;">-2</td> <td style="text-align: center;">-1</td> <td style="text-align: center;">1+ </td> <td style="text-align: center;">2+</td> <td style="text-align: center;">3+ </td> <td style="text-align: center;">4+ </td> <td style="text-align: center;">5+ </td> </tr> </table> <p style="text-align: center; margin-top: 10px;"> </p>	Decline					Improvement					-5	-4	-3	-2	-1	1+	2+	3+	4+	5+	
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-5	-4	-3	-2	-1	1+	2+	3+	4+	5+												
6 Reviewing Service Standards 																					
<p>6.1 Lyn P handed out GCH current Compliment, Comments, and Complaints Service Standards.</p> <p>6.2 Lyn P gave an overview on this area:</p> <ul style="list-style-type: none"> • GCH call centre receives approximately 8000 call each month • GCH receives approximately 25 – 30 complaints each month • Complaints are mainly about repairs and internal communal block cleaning • 98% complaints should be answered within 5 working days • Last year only one complaint miss GCH target for responding • GCH has a policy to encourage complaints and accept when the organisation has got it wrong and apologies to the person who lodged the complaint. 																					

<p>6.2 Di T went through the hand out and current service standards GCH has in place.</p> <p>6.3 Di T informed that there has been an improvement in the way the service standards procedures are conducted by means of the introduction of an appeals panel made up of board members and tenant board members (total of 9 on panel)</p> <p>6.4 Lyn P asked attendees if they felt the response times were fair and it was unanimously agreed by attendees that the 5 working day response time should be increased to 7 working days to enable GCH staff to provide a good and adequate response.</p> <p>6.5 Lyn P informed that Sheltered Housing had a different procedures due to Supporting People involvement in being part of the GCH appeals process.</p> <p>6.6 An attendee informed that sometimes they did not complain about members of staff as they did not want to get them into trouble, Lyn P responded that it is vital that complaints are made as this would identify areas of poor service deliver or ways GCH could improve a service area and also staff training requirements.</p> <p>6.7 TE thanked attendees for participating in the focus group and handed out “Your Views Count” card to be completed and returned to GCH.</p>	
<p>7 Summary</p>	
<p>8 Any other business</p>	
<p>Lyn P asked for AOB there was none</p>	