

## Complaints Focus Group Minutes

Held at Southgate House on 6<sup>th</sup> November 2008

### Customer Attendees

4 customers attended the meeting

### Gloucester City Homes Attendees

Name	Company Position	Telephone	Email
Lisa Ritchie	Community Involvement and Customer Access Manager	01452 396019	<a href="mailto:Lisa.ritchie@gloscityhomes.co.uk">Lisa.ritchie@gloscityhomes.co.uk</a>
Terry Elcock	Resident Involvement Officer	01452 396071	<a href="mailto:Terry.elcock@gloscityhomes.co.uk">Terry.elcock@gloscityhomes.co.uk</a>
Di Thomas	Customer Services Team Leader		<a href="mailto:diana.thomas@gloscityhomes.co.uk">diana.thomas@gloscityhomes.co.uk</a>

### Introduction

LR welcomed the attendees and allowed introductions of all present at the meeting. She then gave an overview on how the focus group would run and explained the purpose of the focus group was to enable Gloucester City Homes to try and improve the way we deal with our customer's complaints.

### The focus group

Using a PowerPoint presentation LR went through how we manage complaints now, our current service standards for this area.

The attendees were asked "are these service standards working? What can we do better?"

All attendees said they had received the service standard responses within the times set.

All attendees agreed that the problems that have caused them to complain have resulted from the contractors GCH employs, there were concerns raised about:

- Morrison and Lovell missed appointments
- Lovell tradesmen not turning up fully equipped to do the job and requesting for ladders and torches.
- Contractors Morrison and Lovell trying to pass the blame on each other when things have gone wrong.
- Long delays in trying to get a complaint resolved from contractors.
- One attendee detailed that he had had such a bad experience that he was now reluctant to let tradesmen into carry out repairs.
- Correspondence that have recently been sent to the Chief Executive of GCH have not been addressed.

LR asked the attendees "Have we met service standards in relation to dealing with your complaint?" all agreed that the service standards had been met but the contractors let GCH down.

LR informed attendees GCH had received an email, letter and telephone calls with improvement suggestions from people who were not able to attend the meeting, then asked "How would you improve the service?" the response and debate resulted in the following action being agreed.

- Make it simpler to access complaint information and have a separate area on the website solely for complaints.
- GCH should send someone to inspect within 48 hours if the complaint is concerning a repair/decent homes issue.
- GCH should have a dedicated member of staff that takes ownership when a complaint is raised and people are not passed from one person to another this should be in the case of repairs that person who initially attends to inspect.
- Some felt new contractors should be employed
- Tenants attending suggested that they would like to be contacted no later than 7 days after the complaint is closed in order that they can be advised if they're happy with the response or remedy.

Lisa thanks everyone for attending and informed that minutes would be sent to attendees within one week and that any service improvements resulting within the customer service standard would be communicated to them.

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