

## **COMPLAINTS SATISFACTION SURVEY RESULTS**

### **Quarter 1-4, 2020-2021**

In 2020-2021, K-West, an external company carried out external telephone satisfaction surveys for residents who had complained to Phoenix. Only complaints from residents who had a closed complaint were surveyed.

#### **The survey included the following questions:**

1. How easy or difficult was it to make your complaint?
2. If it was difficult to make the complaint, how could Phoenix have made it easier?
3. How well Informed were you kept about the progress of your complaint?
4. Overall, how satisfied or dissatisfied were you with the way your complaint was handled by Phoenix?
5. If you were dissatisfied with the way your complaint was handled, how could Phoenix have handled your complaint better?
6. Overall, how satisfied or dissatisfied are you with the outcome of your complaint?
7. If you are dissatisfied with the outcome of your complaint, what one thing would improve the complaints service?
8. How satisfied or dissatisfied were you with Phoenix as a landlord?

The questions were developed with the Customer Resolution Team and then both the Scrutiny Panel and Residents Communication Group were consulted on the questions.

Details of 181 complainants were passed to K-West to survey.

#### **THE FINDINGS**

##### **Response rates**

98 interviews were completed representing a response rate of 54%. As there is a small overall population (number of complainants) the results have a high margin of error at + or - 6.72%. This means if everyone had responded the results below for everyone would be within + or - 6.72% of the results below.

90/98 of complainants had made a Stage 1 complaint and 8/98 complainants had made a Stage 2 complaint. 7 complainants were leaseholders and 91 were tenants.

##### **Overall results**

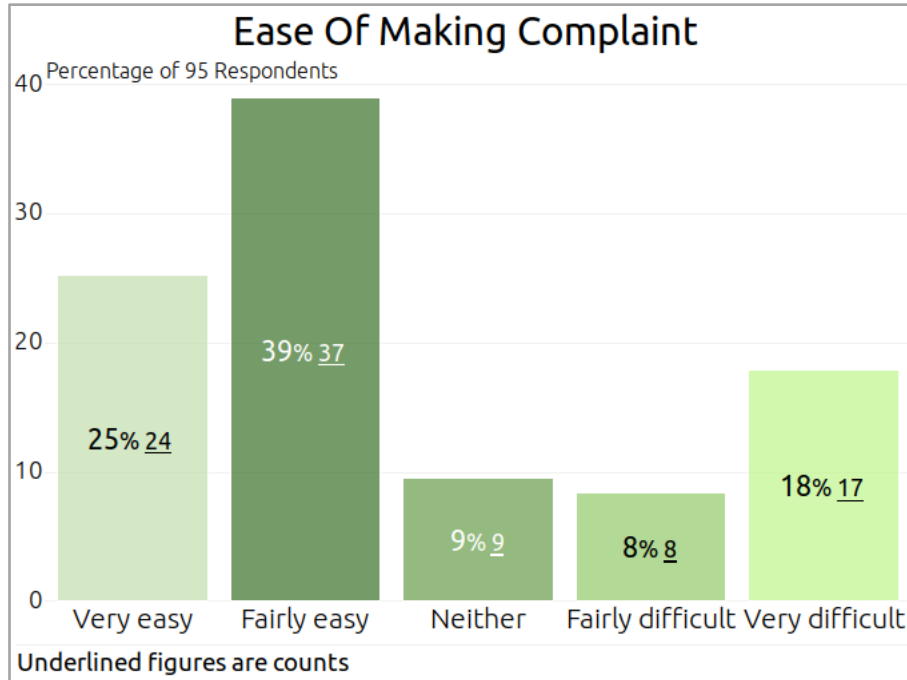
40% (38/95) of respondents said they were very or fairly satisfied with the way their complaint was handled by Phoenix in 2020-21 compared to 30% (14/46) in 2019-2020.

42% (38/91) of respondents said they were very or fairly satisfied with the outcome of their complaint in 2020-21, compared to 34% (15/44) in 2019-2020.

The results are summarised below:

### 1. How easy or difficult was it to make your complaint?

64% (61 out of 95) said it was very or fairly easy to make a complaint in Quarter 1-4, 2020-2021, and 26% said it was very or fairly difficult to make a complaint.



\*Some numbers have been rounded.

### 2. If it was difficult to make the complaint, how could Phoenix have made it easier?

20/98 (20%) respondents left suggestions on how the complaint process could have been made easier by Phoenix. The comments below can be split into the following categories.

- Communication (16)
- Response times (4)

20 respondents left suggestions about how Phoenix could make it easier to make a complaint. 16 respondents' left suggestions about communication as some respondents felt they were not being responded to, listened to or not given the correct information.

4 respondents explained that Phoenix could have speedier responses in acknowledging complaints and/or with inspecting properties after complaints have been made.

Due to the number of comments between Quarter 1 – 4, a sample list of suggestions can be seen below: -

A full list of comments is available on request.

### Sample list of suggestions for improvement

*'Phoenix could have been more responsive.'* (**Communication**)

*'Phoenix could have tried to speed up the process for acknowledging my complaint.'*  
(**Response times**)

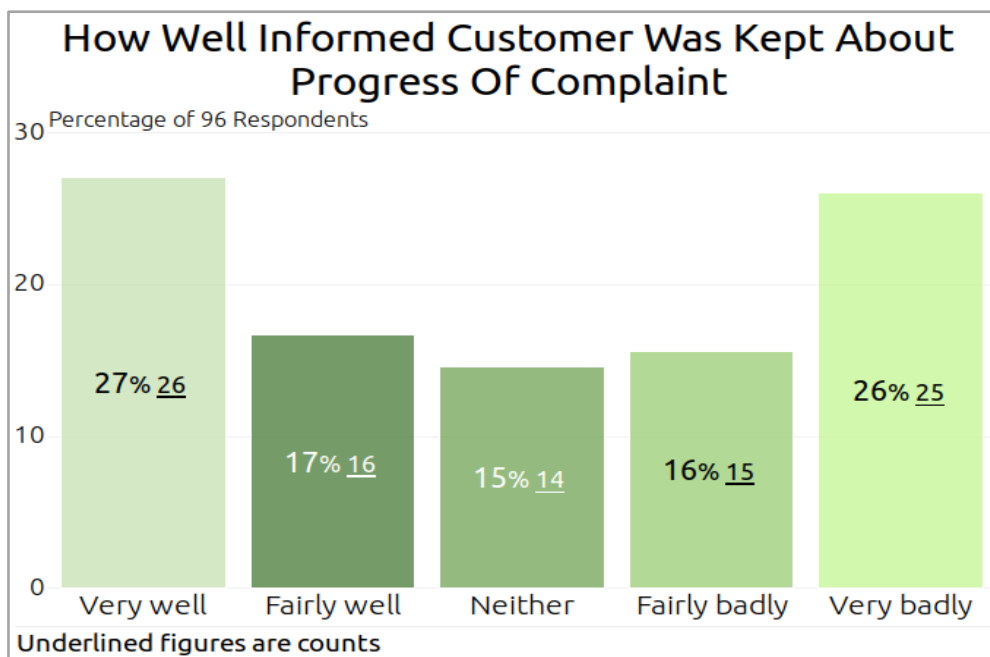
*'There was a lot of miscommunication in the process of making my complaint.'*  
(**Communication**)

*'I didn't feel like the contractors weren't listening to me.'* (**Communication**)

*'I had to complain a lot of times. Every time I called; I was told the complaint had been escalated. I was then eventually told (by a manager) that I had made the wrong type of complaint.'* (**Communication**)

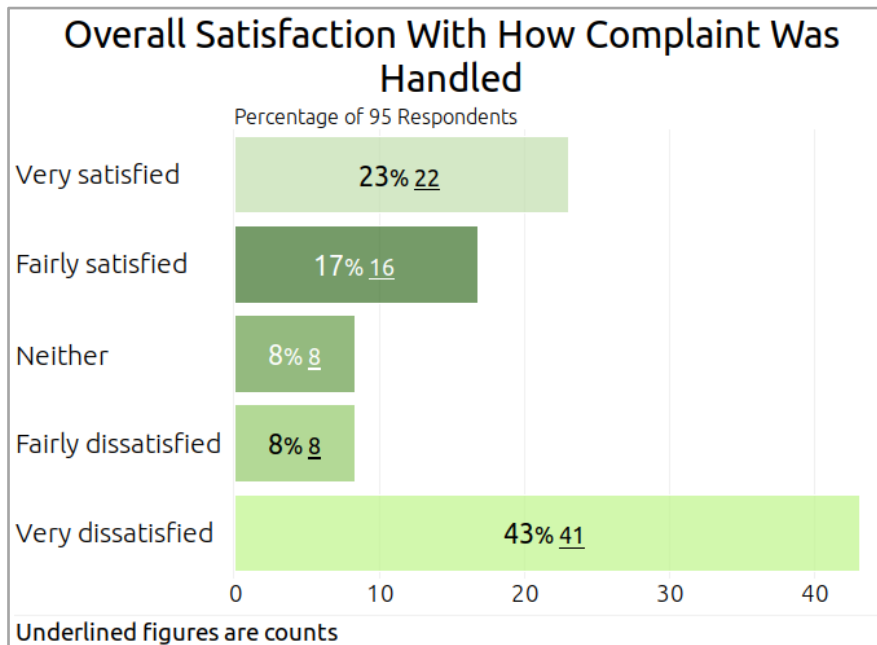
### 3. How well Informed were you kept about the progress of your complaint?

44% (42 out of 96) said they were very or fairly well kept informed about the progress of their complaint in Quarter 1-4, 2020-2021 and 42% said they were very or fairly dissatisfied with how they were kept informed about the progress of their complaint.



#### 4. Overall, how satisfied or dissatisfied were you with the way your complaint was handled by Phoenix?

40% (38 out of 95) were very or fairly satisfied with the way the complaint was handled by Phoenix in Quarter 1-4, 2020-2021, and 51% were very or fairly dissatisfied with the way the complaint was handled.



#### 5. If you were dissatisfied with the way your complaint was handled, how could Phoenix have handled your complaint?

49/98 (50%) respondents left suggestions on how Phoenix could have handled the complaint better. The comments below can be split into the following categories.

- Poor customer service (16)
- Communication (27)
- Response times (1)
- Other (5)

In Quarter 1-4, 2020-2021, 49 respondents left suggestions about how Phoenix could have handled their complaint better. 16 respondents explained that they had received a poor level of customer service; with some feeling that complaints weren't taken seriously, their issues were not resolved, they weren't listened to or that their complaint should have been dealt with more understanding.

27 respondents left suggestions about communication issues: some of which felt that they weren't contacted or responded to, felt ignored or their complaint was not resolved. 1 respondent felt that Phoenix should have addressed their complaint quicker than they did. 5 respondents' comments could not be categorised.

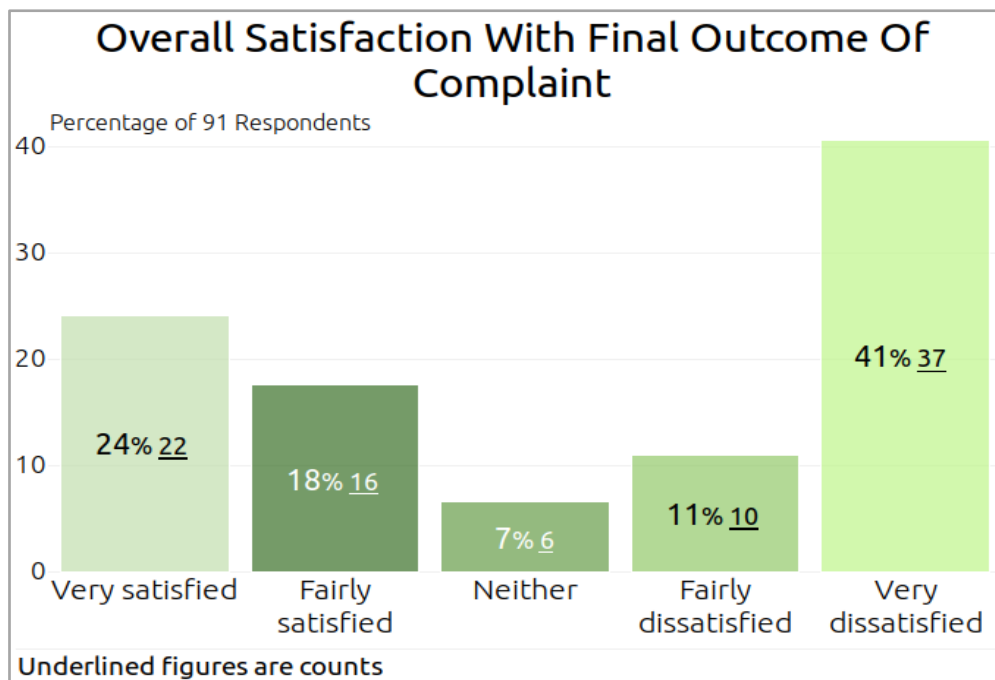
Due to the number of comments between Quarter 1 – 4, a sample list of suggestions can be seen below: -

A full list of suggestions YTD is available on request.

<b>Sample list of suggestions for improvement</b>
<i>'By acknowledging my complaint, the only response I have had was an automated response saying Phoenix plan to get in touch with me within 7 days. Other than that email, I've received no response or contact from Phoenix or their staff.'</i> <b>(Communication)</b>
<i>'Complaints should be taken more seriously.'</i> <b>(Poor customer service)</b>
<i>'I should have received a phone call, but I received nothing. Phoenix have tried to do nothing.'</i> <b>(Communication)</b>
<i>'Keep in communication with me, so they let me know what is happening with the complaint. There was also an issue that whenever I called to chase up my complaint I'd speak to a member of staff who would not know about emails I have sent or that other colleagues have sent, so communication needs to be better between the complaints and repairs department.'</i> <b>(Communication)</b>
<i>'The man Phoenix sent did not take any notice of the jobs that needed doing, even though we showed him everything that needed doing.'</i> <b>(Other)</b>

**6. Overall, how satisfied or dissatisfied were you with the outcome of your complaint?**

42% (38 out of 91) were very or fairly satisfied with the outcome of the complaint in Quarter 1-4, 2020-2021, and 52% were very or fairly dissatisfied with the outcome of their complaint.



**7. If you are dissatisfied with the outcome of your complaint, what one thing would improve the complaints service?**

40/98 (41%) respondents left suggestions on how Phoenix could have resolved the complaint better. The comments below can be split into the following categories.

- Communication (30)
- Response times (1)
- Other (9)

40 respondents left suggestions about the outcome of their complaint. 30 respondents left suggestions regarding about poor communication as they received no contact from Phoenix, a lack of updates from Phoenix or did not feel listened too. Some of those residents who made comments about poor communication also felt that their complaint wasn't taken seriously. 1 respondent queried the Phoenix response times and 9 residents' comments could not be categorised.

Due to the number of comments between Quarter 1 – 4, a sample list of suggestions can be seen below:

A full list of suggestions YTD is available on request.

<b>Sample list of suggestions for improvement</b>
<i>'Complaints should be addressed, and people shouldn't be fobbed off.'</i> <b>(Communication)</b>
<i>'I think that when people make a complaint the attitude of the staff can be very flippant and dismissing. They just need to be a bit more sympathetic. If the heating is broken don't just tell me to put a blanket on, I should be offered a heater and shown a bit of understanding'. <b>(Communication)</b></i>
<i>'Replace all the staff on the service'. <b>(Other)</b></i>
<i>'Phoenix must improve their communication with their residents'. <b>(Communication)</b></i>
<i>'There is still terrible music and noise coming from my neighbour and something major needs to be done about it'. <b>(Other)</b></i>

### Satisfaction 2020-2021 compared to 2019-2020

Question	% Very/Fairly satisfied 2020-2021	No's Very/fairly Satisfied 2020-2021	No's Very/fairly Satisfied 2019-2020	% Very/Fairly satisfied 2019-2020
Ease to make complaint	64%	61/95	31/48	65%
Complaint handling	40%	38/95	14/46	30%
Outcome of complaint	42%	38/91	15/44	34%

#### Overall

The table above shows satisfaction has improved for complaint handling and the outcome of the complaint between 2019-20 and 2020-21. For the ease of making a complaint, satisfaction has stayed consistent, with no significant changes in satisfaction.

The feedback and comments also show similar trends from previous years emphasising the need to deliver a more customer focused complaints service aligned with the new complaints code published by the Ombudsman. Plans for achieving this have been set in a service improvement plan and can be refreshed to take into consideration the comments in these results.