

COMPLAINTS SATISFACTION SURVEY RESULTS

Quarter 1, 2021-2022

In 2021-2022, 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 34 complainants were passed to K-West to survey.

THE FINDINGS

Response rates

11 interviews were completed representing a response rate of 32%. As there is a small overall population (number of complainants) the results have a high margin of error at + or -24.67%. This means if everyone had responded the results below for everyone would be within + or – 24.67% of the results below.

11/11 of complainants had made a Stage 1 complaint. 1 complainant was a leaseholder and 10 were tenants.

Overall results

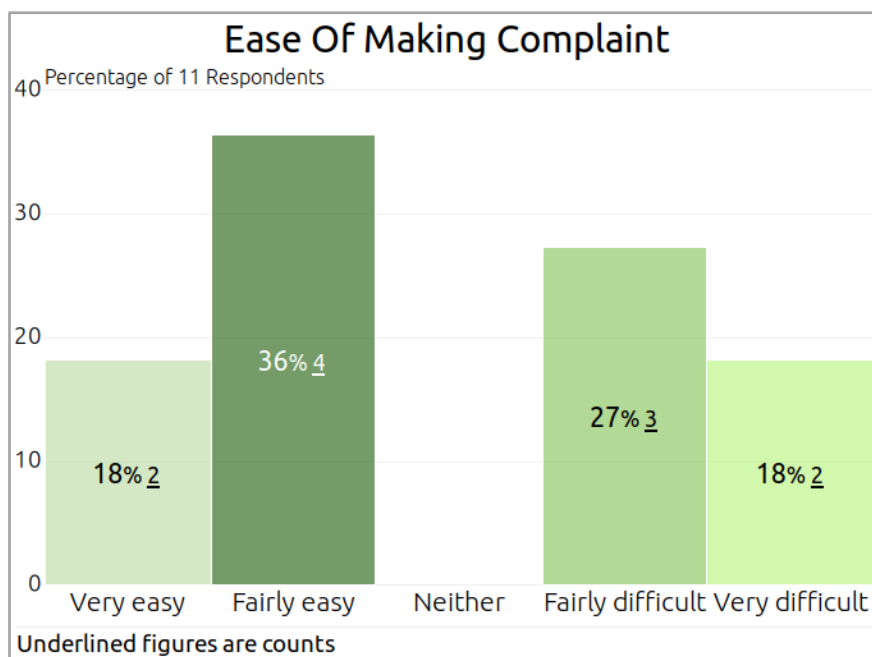
36% (4/11) of respondents said they were very or fairly satisfied with the way their complaint was handled by Phoenix in 2021-22, compared to 40% (38 out of 95) in 2020-2021.

27% (3 out of 11) of respondents said they were very or fairly satisfied with the outcome of their complaint in 2021-22, compared to 42% (38 out of 91) in 2020-2021.

The results are summarised below:

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

54% (6 out of 11) said it was very or fairly easy to make a complaint in Quarter 1, 2021-2022, compared to 45% 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?

5/11 (45%) 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 (5)

5 respondents left suggestions about communication as some respondents felt they were not being given the correct information or they were not listened to.

A sample list of suggestions can be seen below: -

Sample list of suggestions for improvement

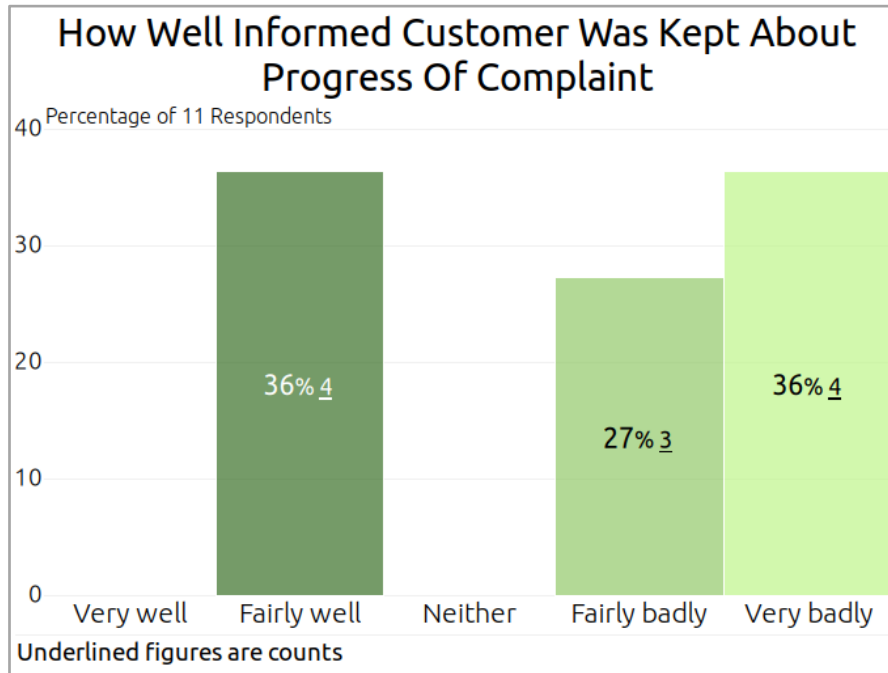
'If I had been given accurate information as to how to log the complaint it would have prevented me going around in circles'.

'Phoenix could have better understood what was going on, and they should have listened in the first instance. There should be more training in house to deal with the complaints.'

A full list of comments is available on request.

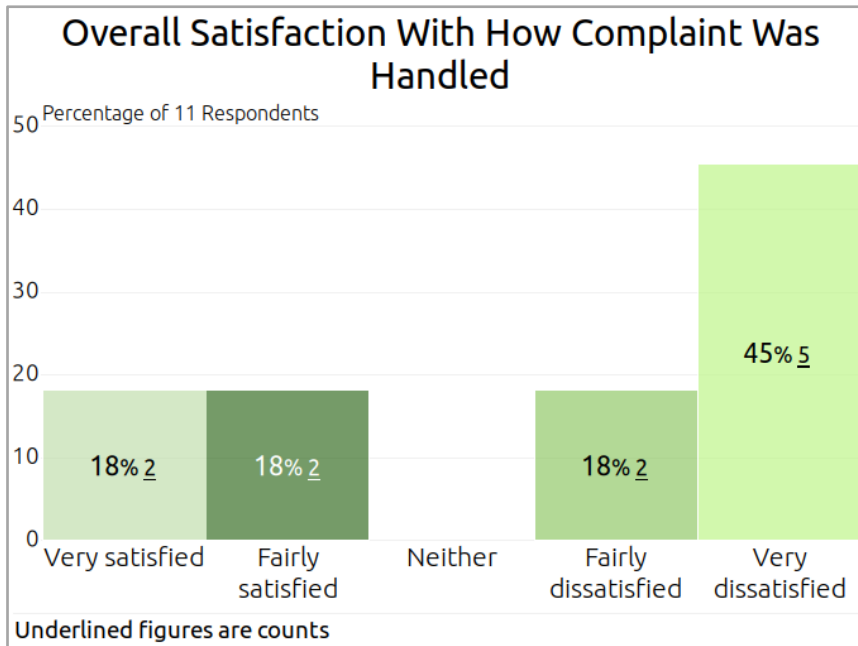
3. How well Informed were you kept about the progress of your complaint?

36% (4 out of 11) said they were very or fairly well kept informed about the progress of their complaint in Quarter 1, 2021-22, compared to 63% that 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?

36% (4 out of 11) were very or fairly satisfied with the way the complaint was handled by Phoenix in Quarter 1, 2021-2022, compared to 63% who 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?

7/11 (64%) 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 (1)
- Communication (4)
- Response times (1)
- Other (1)

In Quarter 1, 2021-2022, 7 respondents left suggestions about how Phoenix could have handled their complaint better. 1 explained that they had received a poor customer service as their complaint was not tracked appropriately. 4 respondents left suggestions regarding communication with some feeling that complaints weren't responded to.

1 respondent left suggestions about response times and 1 respondents' comment could not be categorised.

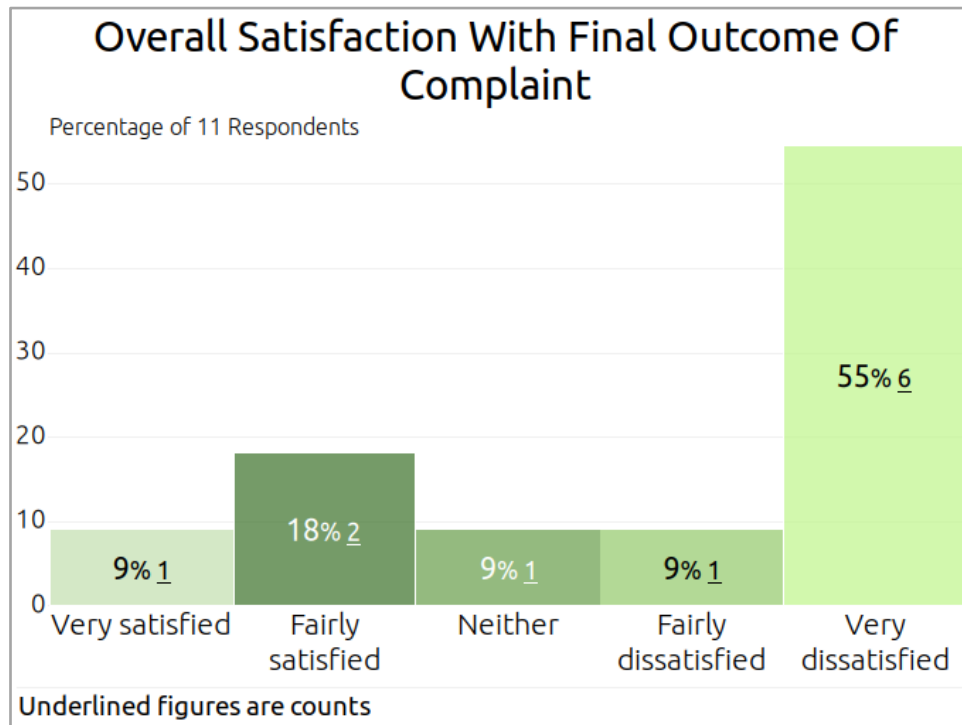
A sample list of suggestions can be seen below: -

Sample list of suggestions for improvement
<i>'Keep me better updated as to the progress of the complaint'.</i>
<i>'Someone from Phoenix could have come out and had a look and seen if the bathroom needed to be made safe as the floor is sinking'.</i>
<i>'Phoenix should have responded to me about my complaint because the steps and gate still urgently need repairing'. (This has been logged on CRM as a call back case).</i>

A full list of comments is available on request.

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

27% (3 out of 11) were very or fairly satisfied with the outcome of the complaint in Quarter 1, 2021-2022, compared to 64% who 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?

5/11 (45%) respondents left suggestions on how Phoenix could have resolved the complaint better. The comments below can be split into the following categories.

- Communication (4)
- Other (1)

5 respondents left suggestions about the outcome of their complaint. 4 respondents left suggestions regarding poor communication as some felt that they received a lack of response or were not kept informed. 1 respondent queried about work that is still required to be completed.

A sample list of suggestions can be seen below.

Sample list of suggestions for improvement
<i>'Phoenix should actually communicate with me and keep me informed of what is happening since I did not even know the issue was closed. They have not dealt with my issue'. (This has been logged on CRM as a call back case).</i>
<i>'Phoenix should listen to tenants and try to understand where they are coming from.'</i>

A full list of comments is available on request.

Satisfaction 2020-21

Question	No's Very or Fairly Quarter 1 in period 2021-2022	No's Very or Fairly Satisfied 2020-2021	Annualised at Quarter 1 2021-22 Satisfaction	% Very or Fairly satisfied 2020-2021
Ease to make complaint	6/11	61/95	62%	64%
Complaint handling.	4/11	38/95	46%	40%
Outcome of complaint.	3/11	38/91	42%	42%

Overall

The results from the table above shows the annualised overall satisfaction for Quarter 1, 2021-2022 when it is compared to last year's satisfaction in 2020-2021. This shows that satisfaction is consistent with satisfaction last year.

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 as well as the requirements of the new Code.