

BERNESLAI HOMES COMPLAINTS HANDLING SURVEY SUMMARY



April 2023 to March 2024

443 Surveys sent



203



240

175 Surveys completed (40%*)



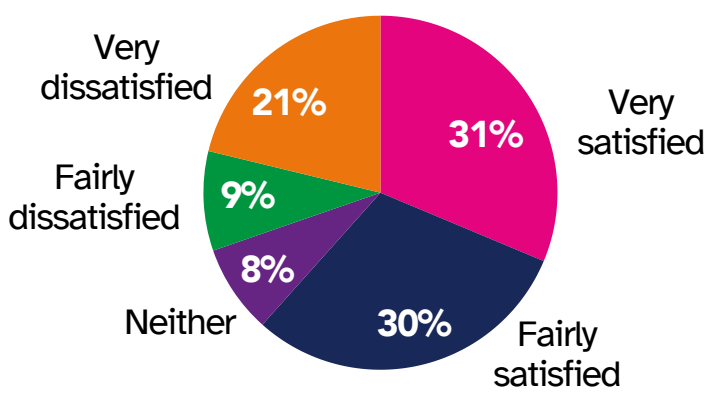
110 (54%*)



60 (25%*)

*response rate

Overall combined satisfaction



Overall satisfaction by...



78%



34%

Compared to 22/23

Category	Current Satisfaction	Change from 22/23
Easy to complain	77%	- 12%
Handling of complaint	65%	- 1%
Staff treating complaint fairly	73%	- 10%
Staff listened & understood	72%	- 6%
Kept informed	52%	- 6%
Response letter easy to understand	67%	- 18%
Steps taken to put things right	68%	- 4%
Outcome of complaint	45%	- 11%

Actions to improve complaint handling...



We will review survey methodology.



We have updated the information on our website about complaints.



We will be developing an easy read complaints policy.



Review survey questions to ensure we are complying with the Housing Ombudsman code.



To deliver staff training on our customer first standards, this includes keeping customers informed & treating them fairly and with respect.



We are introducing a different approach to stage 1 response letters to ensure they are easy to understand.