

# BERNESLAI HOMES COMPLAINTS HANDLING SURVEY SUMMARY



April to September 2024



**127** were asked to take part

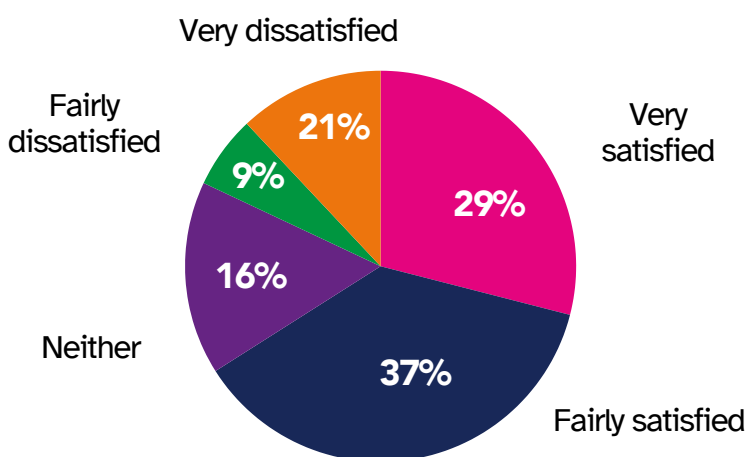


**68** Surveys completed  
15% response rate



**66%** Overall satisfied  
-5% compared to 23/24

## Overall satisfaction with Berneslai Homes complaints service



### Easy to complain



84%

Compared to 23/24

+ 7%



### Handling of complaint



63%

- 2%



### Staff treating complaint fairly



74%

+ 1%



### Staff listened & understood



79%

+ 7%



### Kept informed



53%

+ 1%



### Response letter easy to understand



81%

+ 14%



### Steps taken to put things right



61%

- 7%



### Outcome of complaint



54%

+ 9%



## What we are doing to improve our service following your feedback

Customer Services Team will ensure that a timescale is provided in a response letter if any work is required. If we are unable to provide a date for completion, then we will explain why and give a timescale for when tenants should expect an update.



We will monitor and track any works that we promise within the stage 1 response letter to ensure it's completed in time.

We will work with repairs partners to improve communication around planned works.



The Customer Services Team will agree a communication plan with the tenant while the complaint investigation is taking place. If no contact will be required, the team will explain this but ensure the tenants are given a name and number should they need to contact us.