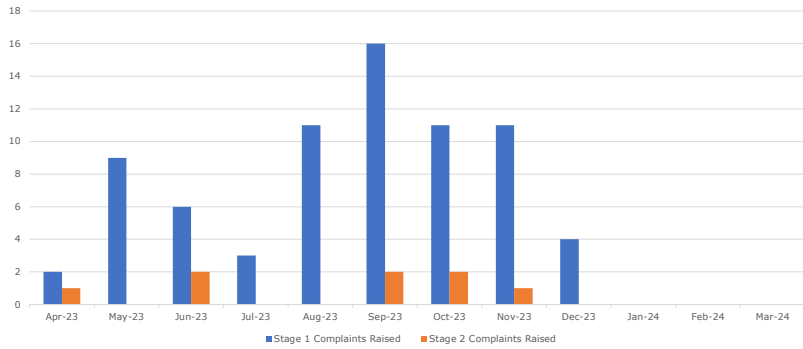




Calico Homes Customer Complaints Summary 2023-24

Complaints Raised

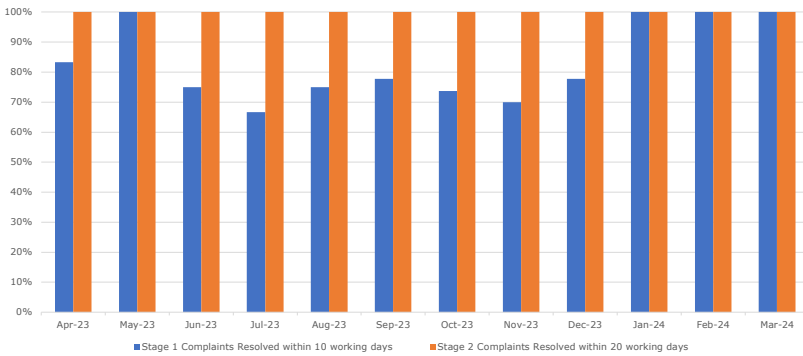
We know that we don't always get things right for our customer and Calico welcome complaints as an opportunity to learn and reshape our customers services to better meet their needs. We have a good track record of resolving complaints at stage one of our complaints process which means that only a small number of them need to be escalated to stage two of the process.



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Stage 1 Complaints Raised	2	9	6	3	11	16	11	11	4	0	0	0	73
Stage 2 Complaints Raised	1	0	2	0	0	2	2	1	0	0	0	0	8

Complaint Resolution

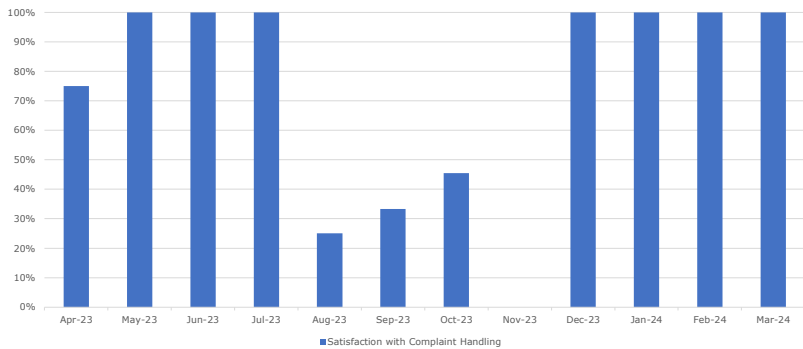
Whilst it is important to us that we responded to a complaint in time it is more important that the customer gets the right outcome and this might mean that on some occasions we are unable to meet response timescales. When we are not able to respond to a complaint in time we will let you know and explain why.



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Stage 1 Complaints Resolution	6	3	8	3	12	9	19	10	9	0	0	0	79
Stage 1 Complaints Resolved within 10 working days	5	3	6	2	9	7	14	7	7	0	0	0	60
	83%	100%	75%	67%	75%	78%	74%	70%	78%	100%	100%	100%	76%
Stage 2 Complaints Resolution	1	0	2	0	0	2	2	1	0	0	0	0	8
Stage 2 Complaints Resolved within 20 working days	1	0	2	0	0	2	2	1	0	0	0	0	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Complaint Satisfaction

The reasons for poor satisfaction primarily relate to the outcome of the complaint rather than the handling of them or the overall time taken to resolve the issue. When a customer tells us they are unhappy with how their complaint was handled we always contact them to understand what we could have done better and feedback is provided to the Calico colleague who responded to the complaint. This might result in their complaint being escalated to stage 2 of our process or in rare instances the customer with exercise their right to contact the Housing Ombudsman.

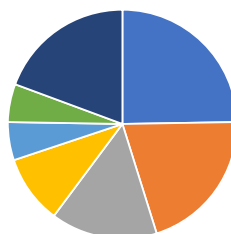


	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Number of Survey Responses	4	0	3	1	8	3	11	2	2	0	0	0	34
Satisfaction with Complaint Handling	0	0	2	1	0	1	4	0	2	0	0	0	12
Very Satisfied	0	0	1	1	2	1	1	0	0	0	0	0	5
Fairly Satisfied	1	0	0	0	1	1	2	1	0	0	0	0	6
Neither	0	0	0	0	1	0	2	1	0	0	0	0	4
Fairly Dissatisfied	0	0	0	0	4	1	2	1	0	0	0	0	7
Very Dissatisfied	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Satisfied	3	0	3	1	2	1	5	0	2	0	0	0	17
% Satisfied	75%	100%	100%	100%	25%	33%	45%	0%	100%	100%	100%	100%	50%

Where are we failing our customers?

Our customers tell us that the areas we need to get better at are:

- The tone and language used by our colleagues
- Lack of empathy demonstrated by our colleagues
- The lack of colleague knowledge
- Our colleagues passing on queries too much and not taking ownership of customer queries
- The general tone of letters across services
- Grass cutting quality and scheduling
- Tree maintenance and responsibility
- The length of time we take to repair your homes
- Confusion over which Calico team is undertaking going to be carrying out a repair
- Rearranged repairs appointments
- Unclear communications on when property investments we are going to carry out e.g. windows and door programmes



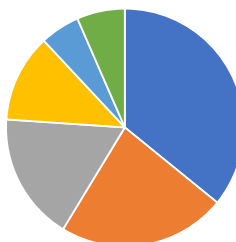
- Poor Customer Experience
- Poor Communication With Customer
- Unhappy With Company policy/Process
- Delayed Works
- Poor Internal Communication
- Unhappy With Staff Attitude/Behaviour
- Other

Root Cause	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Poor Customer Experience	1	4	1		3	9	3	2					23
Poor Communication With Customer	2	2	4			1	5	3	2				19
Unhappy With Company policy/Process		1	1		6	3	1	1	1				14
Delayed Works		1	1	1	1	1	1	2	1				9
Poor Internal Communication			1			2	2						5
Unhappy With Staff Attitude/Behaviour					2		2	1					5
Other	1	2	1		3	3	1	6	1				18

How could we do better?

What are we doing to improve your services:

- Customer Service Project already underway, Phase 1 now concluded
- We are reviewing Calico Homes Website
- We have implemented a new regime of call quality listening
- Customer Service development and training is underway
- We are reviewing the tone and language used in communications e.g. letters/emails to our customers
- In Spring 2024 we are bringing our grounds maintenance service back in house
- We are asset tagging our trees and green spaces which will help us to manage and maintain them more efficiently and effectively
- We are going to rebrand our Open Spaces team
- We are investing the digital technology to gain improved repairs diagnosis which will help to ensure that the right works and trades are allocated to carry out your repair
- We have recruitment new repairs team colleagues to increase the capacity of the service and improve the overall quality of the repairs we carry out
- We are developing out property investment programme for the next 5 years which has incorporated customer feedback
- We are reviewing the standard e.g. condition we let our properties to
- We are reviewing our policy relating to blown windows and how we matching units e.g. kitchen cupboards



- Improve Communication
- Keep The Customer Informed
- Provide Staff Training
- No Learning Action for Calico
- Update Policy
- Other

Root Cause	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Improve Communication		4	4		3	6	8	6	2				33
Keep The Customer Informed		2	2	1	3	4	5	3	1				21
Provide Staff Training	3	2	2			4	1	4					16
No Learning Action for Calico		1	1		5	2		1	1				11
Update Policy		1			1	2		1					5
Other	1				2	1	1		1				6