

Effective Complaints Handling in Housing

TPAS Cymru – Webinar
7th June 2023

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Setting the scene



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- Location, stock size and numbers of complaints
 - Team structure
 - Our process and approach to complaints
 - Role of the service in investigating complaints
 - Role of the Feedback Team
 - Role of our Customer Panel

What makes for effective complaint handling?



- Listening – getting to the root of the issue
- Empathy, care and understanding – recruiting for the right skills
- Keeping it connected to service delivery
- Outcome letters and ‘tone of voice’ of written communication
- Learning the lessons
- Making changes to process and policy
- Effective governance

Involving Customers



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- Involvement in self assessment and policy refresh
 - Case studies
 - Ombudsman findings
 - Lessons learnt
 - Scrutinising performance

Case Study



Call answering times in the Contact Centre



Learning the lessons



Lessons learned and changes made

- Pests and pigeons
- Damp and Mould
- Call handling
- Making it easier to complain

Any Questions?

