Complaints Satisfaction

1st January to 30th June 2025

54.5%	**Satisfied with how well Orwell kept them informed about progress**
63.6%	**Satisfied that all points of their complaint were addressed**
57.1%	**Satisfied with the level of customer service they received**
24.0%	**24 out of 99 customers responded to the survey**
38.5%	**TSM TP09 – Satisfied with the way their complaint was handled**

Customer Sentiment

7 comments	**9 comments**	**7 comments**

Upheld complaints show a **balanced sentiment,** with over a third being positive.

Not upheld and partially upheld complaints are overwhelmingly **negative**, with **no positive sentiment** recorded.

This reinforces the importance of **resolving complaints fully** and **communicating outcomes clearly** to improve customer satisfaction.

Positive themes

Upheld complaints often mention positive handling (“handled well”, “fast response”, “apology and compensation”) but still include frustration about **repair delays** and **follow-up.**

Negative themes

Not upheld complaints show strong negative sentiment with feelings of being ignored, disrespected or not listened to with comments like “treated like idiots”, “terrible service”, “want to leave social housing”

Partially upheld complaints reflect confusion or dissatisfaction with the resolution process. A sense that the complaint was acknowledged but not fully resolved.

Common themes across **all complaints** were delays in repairs, unresolved or open complaints, lack of timely compensation and frustration with communication and follow up.

Here's how your feedback shaped our actions

Improve Responsiveness and Follow-Up

- Communication protocols have been drafted and partially rolled out across key teams, ensuring more consistent messaging and timely updates to residents.
- The complaints checklist has undergone an initial review, with early feedback incorporated ahead of the upcoming scrutiny session.
- A tracking system for unresolved issues has been introduced, allowing teams to monitor follow-ups more effectively and reduce delays.

Timely and Complete Repairs

- A list of long-standing unresolved complaints has been compiled and prioritised, with several cases already escalated for urgent resolution.
- Flexible scheduling options have been introduced, and appointment confirmations are now being sent out more reliably, reducing missed visits and improving customer trust.

Empathetic Complaint Handling

- The Customer Resolution Team has successfully completed their training – an important step in enhancing our service delivery. Next, we're rolling out wider training for all staff to ensure everyone is equipped with the tools and knowledge to support our customers confidently and consistently.
- Internal processes have been updated to discourage dismissive language, with early signs showing improved customer sentiment in feedback surveys.

Streamline Communications

- Rapport with other teams is improving, fostering better collaboration and reducing communication gaps. This has led to a reduction in the number of holding letters issued and an increase in the number of responses within timeframe.