

COMPLAINT HANDLING SATISFACTION SURVEY



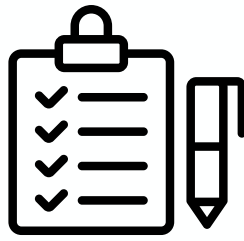
berneslai
homes

April 2022 - March 2023



477

Formal
complaints made



95

Surveys
completed



72%

Overall satisfaction
+10% since 2021/22



89%

Easy to
complain

+8% since 2021/22



78%

Staff listened
& understood

+14% since 2021/22



83%

Staff treated
complaint fairly

+24% since 2021/22



58%

Kept
informed

+11% since 2021/22



72%

Steps taken to
put things right

+15% since 2021/22



85%

Response letter
accurate

+13% since 2021/22



66%

Handling of complaint

+8% since 2021/22



56%

Final outcome

+7% since 2021/22

What we are doing to improve...



To ensure customers fully understand our complaints process, staff will now give a verbal explanation to the customer when registering a formal complaint.



We will review the website content around complaints to ensure its clear & user friendly.



We are working with services to improve complaints being responded in time.