

Listening to You

Making a complaint, compliment or comment with
Knowsley Housing Trust



Complaints from 1st April 2016 – 30th September 2016

Number of complaints resolved 76

Number of complaints where KHT accept they have made a mistake 20

Number of complaints not handled within timescales 0

What have complaints been about?

Repairs 48

Neighbourhood services 20

Staff Complaints 8

What has been done to improve our service as a result?

- Contractors have been reminded of delivery standards and quality assurance inspections have been increased
- Auto diallers in communal lifts are now checked on a daily basis

You can make a complaint, compliment or comment using the following methods:

- ✓ By speaking to a member of staff at one of our offices
- ✓ By telephoning 0151 290 7000
- ✓ By completing a Let Us Know form
- ✓ On-line, via our website www.k-h-t.org
- ✓ You can send us a letter to the following address: Complaints, Compliments or Comments, Knowsley Housing Trust, Lakeview, Kings Business Park, Prescot, Merseyside, L34 1PJ
- ✓ A 3rd party or advocate can also make a complaint referral on your behalf. This may include a friend, councillor or external agency (e.g. TESS).

Compliments

Thank you to the staff who fixed the leak in my bathroom. They were lovely lads who made me feel like nothing was too much trouble.

Thank you to the person who helped when I was locked out of my property. She was so caring and didn't just do her job but went the extra mile.

Thank you for all your help, it has made such a huge difference. Our residents group has grown and developed to get us where we are today.

KHT complaints procedure

Level 1: Investigation by a Complaints Advisor – 10 working days to respond

Level 2: Review and investigation by a senior member of staff – 15 working days to respond

Level 3: Review by a complaints panel