

Listening to You

Making a complaint, compliment or comment with Knowsley Housing Trust



Complaints from 1st October 2017 – 31st March 2018

Number of complaints resolved	136
Number of complaints where KHT accept they have made a mistake	36
Number of complaints not handled within timescales	0

What have complaints been about?

Vivark (repairs)	84
Tenancy management issues	30
Other issues	22

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

- Customers often tell us they have lost their Property Pool Plus details – we have therefore introduced a card containing the details that can be kept in a purse or wallet.
- To help customers bid on properties via Property Pool Plus we've produced a quick guide which is included in the banding confirmation letter.

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

- ✓ By speaking to a member of staff at one 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 operative who fixed my back door. He was pleasant, very tidy and cleaned all his mess up. He did a brilliant job!"

"I would like to thank the contact centre advisor who I spoke to; every time I call the staff are always friendly and helpful with whatever I need."

"Thanks to the operative who fitted my kitchen units, he stayed until the evening to complete the work and did a smashing job."

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