

# Listening to you

Making a compliment or complaint with KHT.



## Compliments

*"The member of staff in the contact centre was extremely helpful and was able to answer all my questions. They are an asset to the team!"*

*"I can't speak more highly of the Vivark operative who attended – he was polite, clean and tidy!"*

## Complaints

### • Number of complaints resolved – 177

- Vivark – 106 [60%]
- Neighbourhood Management – 18 [10%]
- Development & Sales – 13 [7%]
- Caretaking & Grounds Maintenance – 9 [5%]
- Rents – 6 [3%]
- Tenancy Enforcement – 6 [3%]
- Other – 19 [11%]

### • Number of complaints where KHT accept that they've made a mistake – 76 [42%]

### • Number of complaints not handled within timescales – 93%

## Improving our service

As a result of these complaints, we have made the following changes to our service:

- We are ensuring that communal block key fobs are working before issuing them to a new customer.
- We have made improvements to our communal block cleaning service
- We have made changes to services to ensure appointments with tree surgeons are not missed

## Getting in touch

You can send us compliments, complaints and comments using the following methods:

- By speaking to a member of staff at one of our offices
- By telephoning **0151 290 7000**
- Online at **[www.k-h-t.org](http://www.k-h-t.org)**
- By post at: *Complaints, Compliments & Comments, KHT, Lakeview, Kings Business Park, Prescot, L34 1PJ*
- Via a 3rd party or advocate who can make a complaint referral on your behalf.  
[This could be a friend, councillor or external agency]