

Appendix A

Customer Inspection and Improvement Panel

Action plan for recommendations arising from inspection of the complaints service

Key improvement actions

	Milestones	Completion Date	Cost /Efficiencies	LO	Outcomes	EDH response at feedback session
1	Include articles in Insight covering: <ul style="list-style-type: none"> • The importance of customers being clear about their complaints and how the Contact Centre logs customer contact. • The work the service improvement team carries out • The importance of filling in satisfaction surveys emphasising that it's in customers' own interest to complete them. 	31 July 13	Within existing resources/ efficiencies to be evaluated	JG	Improve customer awareness	Take in account work carried out with the review.
2	Introduce Morrison's complaints handling team onto Key fax so that calls are followed up and can be tracked.	30 th June 2013		GL/ GM ^c C		Initial discussions have started to take place to progress this
3	Morrison – Consider introducing a dedicated officer for complaints, and if agreeable, implement.	March 2013 July 2013		GM ^c C		MFS already have a dedicated person for complaints in Zoe McGrath. Following the acquisition by Mears: MFS to review the way in which complaints are dealt with.
4	Ensure Morrison's management signs off complaints to ensure consistently across EDH partners.	30 th June 2013		GM ^c C		It is planned to implement a more robust complaint monitoring process
5	Introduce a new, evidence-based review meeting with Morrison.	30 April 13	Within existing resources/ efficiencies to be evaluated	JG	Improved process More effective learning and improve	

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6	Jobs that are already raised and out of date\ response, ensure Morrison's approach to complaints attaches urgency to works where it is subject to an upheld formal complaint.	March 2013		GM°C		
7	Consider introducing an informal complaint and review the scripts accordingly.	30 June 2013	Within existing resources/ efficiencies to be evaluated	JG	Improved process Quicker resolution of complaints Improved satisfaction	
8	Pilot gathering customer satisfaction through handhelds.	March 2013		GM°C		This is already in place however we will investigate if this can be forced before the operative can continue.
9	Make sure partners collect information as soon as possible after the job is complete i.e. the day/week of completion.	April 2013	Within existing resources/ efficiencies to be evaluated	DH partners / JG	Improved process Quicker resolution of issues	
10	Investigate VMS survey to make clear how feedback will improve the service for customers and amended if feasible.	March 2013	Within existing resources/ efficiencies to be evaluated	JG	Improved process	

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11	Briefing sessions for Contact Centre staff to help them recognise and pass on a complaint without the customer having to use to the word 'complaint'	30 June 2013	Within existing resources/ efficiencies to be evaluated	GL/ JG	Improved process Quicker resolution of complaints Improved satisfaction	
12	Introduce a standard whereby the investigator will contact the customer within 2 working days of the issue being logged.	30 June 2013	Within existing resources/ efficiencies to be evaluated	JG	Improved process Improved satisfaction	
Issues associated with complaints inspection						
13	Roll out a consistent approach across all departments in terms of calling customers back.	June 2013		GL		Call back arrangements are in place as per process mapping carried out for all service areas. GL to review with service managers and deliver briefing sessions.
14	Ensure the Handyman service phones ahead before a visit rather than turning up unannounced.	Implemented Feb 2013		EC		
15	To undertake assurance exercise(s) to review whether key recommendations from the action plan are being adhered to regarding a previous inspection held around communication of repairs.	30 Sept 2013	Within existing resources/ efficiencies to be evaluated	JG	Improved satisfaction Reduction in complaints	