

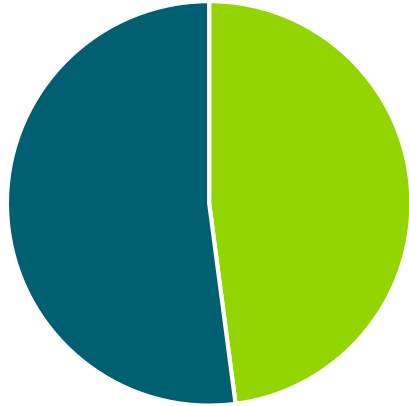


Complaints
You said We did

Quarter 2: July - September
2021

Complaints Overview

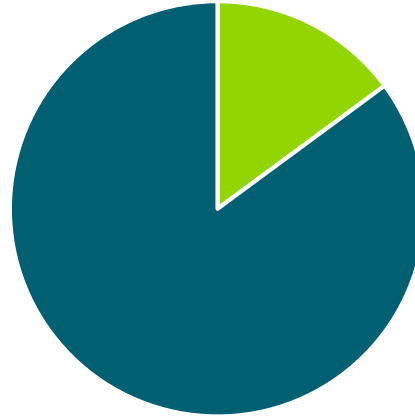
Complaint responded to in full



■ Stage 1 ■ Stage 2 ■ ■

Stage 1: 69%
Stage 2: 75%

Average time to respond

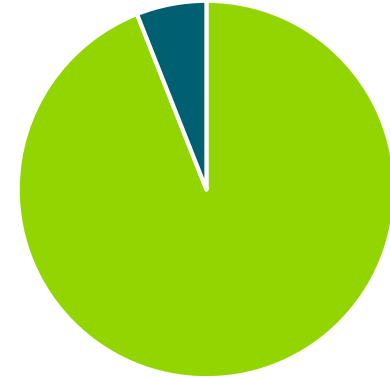


■ Stage 1 ■ Stage 2

Stage 1: 3.5 days
Stage 2: 20 days

Target response times
Stage 1: 5 days
Stage 2: 20 days

Number of complaints received



■ Stage 1 ■ Stage 2

Stage 1: 94
Stage 2: 3

Contact Centre was introduced in Aug 2021

You Said We Did

Since the beginning of the year we have been carrying out important work to better understand customer needs and expectations of services. We have been able to develop a new set of Customer Promises based on what customers told us.

These represent 6 promises that CVHA will make to all of our customers, relating to how we deliver services to you. We measure these through short surveys following your interaction with us.

The results to the end of September, which is our Quarter 2 period is as follows



CLYDE VALLEY GROUP

Measuring Customer Promises

September 2021

How easy did Clyde Valley make it for you to handle your issue?
77%

How satisfied were you with the helpfulness of the staff member who dealt with your enquiry?
82%

Clyde Valley treated you with kindness and respect
82%

Clyde Valley delivered on any commitments that were made to you
69%

Clyde Valley were able to provide you with the outcome that you were looking for
68%

How satisfied or dissatisfied are you with the overall service provided by Clyde Valley?
75%

You Said We Did

	Repairs	New Tenants	ASB	Contact Centre
Number of responses	476	13	11	178
How satisfied were you with the helpfulness of the staff member who dealt with your enquiry?	83%	92%	36%	80%
Clyde Valley delivered on any commitments made to you	73%	92%	18%	61%
Clyde Valley were able to provide you with the outcome that you were looking for	73%	92%	18%	58%
How easy did Clyde Valley make it for you to handle your issue?	79%	77%	27%	73%
Clyde Valley treated you with kindness and respect	82%	100%	73%	84%
How satisfied or dissatisfied are you with the overall service provided by Clyde Valley?	77%	92%	36%	72%
Based on your experience, how likely would you be to recommend Clyde Valley to a friend or family member?	37.5	77	-82	72

You Said We Did

So what are we doing with your feedback? We've had over 840 responses to these surveys now which is fantast. Customer feedback continues to show the following:

1. Scores are good on staff helpfulness and whether we treat customers with kindness and respect
2. Customer effort scores are good but could be improved
3. Scores for delivering commitments and providing outcomes can be improved

We are working on the following actions as a result of this feedback:


1. Introduction of a new Continuous Improvement Group to look at customer complaints. This group will spend time looking at complaints to identify common issues and trends that we can learn from and use to drive improvements in how we deliver services.
2. Follow-up with customers. Our officers are following up on feedback from our transactional surveys with customers, seeking to gain further understanding on how we can improve customer experience.
3. We continue to develop our Contact Centre team, building their knowledge and ability to effectively deal with
4. Development of a new Customer Portal to put you in control of your information and give you even greater choice on how you access services. We will be introducing a new online Customer Portal early 2022. This will allow customers to access information and services more easily, getting the outcomes that you are looking for

Our Customer Promises to you



Customer Promises

- We will make it easy for you to deal with us
- We will always be helpful
- We will always treat you with kindness and respect
- We will do what we say we will
- We will work to find the best possible outcome for you
- We will provide you with a great customer experience



Measuring Customer Promises

These will be measured through short surveys following customer interactions with Clyde Valley

- How easy did Clyde Valley make it for you to handle your issue?
- How satisfied were you with the helpfulness of the staff member who dealt with your enquiry?
- Clyde Valley treated you with kindness and respect
- Clyde Valley delivered on any commitments that were made to you
- Clyde Valley were able to provide you with the outcome that you were looking for
- Based on your experience, how likely would you be to recommend Clyde Valley to a friend or family member?