

# Our complaints performance:

For year  
2021-22

## Number of complaints made

169

01/07/21 - 30/09/21

## Average days taken to resolve complaint



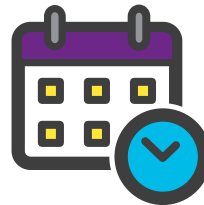
9

## Rapid resolutions



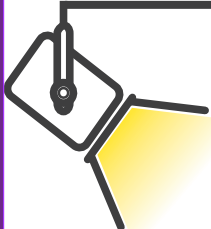
112

## Complaints to date



132

↓  
70%  
from the  
year 2019



## Spotlight on: Contractor Improvements

Last time we told you that we were going to monitor our complaints and look at where we can learn and improve our services. This quarter we have identified that you are telling us some of our contractors we use to complete your repairs are not keeping you informed of the progress of the repair.

### So, what we are doing to address this?

We have started to:

- Compile a set of questions about our customer experience during the competitive tendering process

- Ensure our contractors have robust service level agreements and procedures in place to keep tenants informed
- Design a new customer excellence training to ensure that our contractors get this at the very start of their contract.
- Work with existing contractors to ensure they are delivering excellent customer service that Ongo expects.

Through these improvements we expect to see an improved experience for our tenants and a reduction in dissatisfaction where we use contractors to complete repairs.

