

You Said, We Did

We want to show you how making a complaint can help improve our service.

YOU SAID

X is an Owner and was dissatisfied with how PHA handled the cutting down of a tree that was required to be felled for Health & Safety reasons. X raised a Stage 1 complaint regarding the poor communication to Owners affected by this work which also meant a significant cost to Owners. The Stage 1 complaint was not upheld as it was argued that PHA had the right to cut down the tree and had told Owners the reasons and responded within their timescales regarding the tree. X remained dissatisfied and escalated the Complaint to Stage 2. The main complaint was the poor communication with Owners during the whole process including the complaints process.

WE DID

On reflection the Stage 2 Complaint was upheld and we apologised to X. We have also recognised that our standards of communication between departments was poor and this led to a breakdown in communication with Owners. We did not respond to X's request for information adequately even if it was within our timescale.

LEARNED LESSONS

We have set up new internal processes to address the above issues and to ensure this doesn't happen again.



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