

# Help us improve our complaints handling

**SCH are committed to improving our services and recognise we need to improve complaint handling, in particular our response times.**

We have seen a 25% increase in complaints being made to the organisation. This clearly reflects that our customers are aware of how to make a complaint and are confident in doing so.

We are currently reviewing our complaints processes and have developed a new Complaints Improvement Plan.

We are keen to work with our residents to improve our complaints handling and learning from complaints. We want to be sure that we take every opportunity to improve our services by listening to our customers when they are unhappy, and if something has gone wrong.

In the coming months we are looking to strengthen the work of our complaint reviewers, a small group of

engaged residents that review anonymised complaint letters to see if they are customer friendly and resolve the original complaint issue.

**To register your interest, call us on 0121 717 1515 or scan the QR code and complete our online form.**



**SCAN ME**