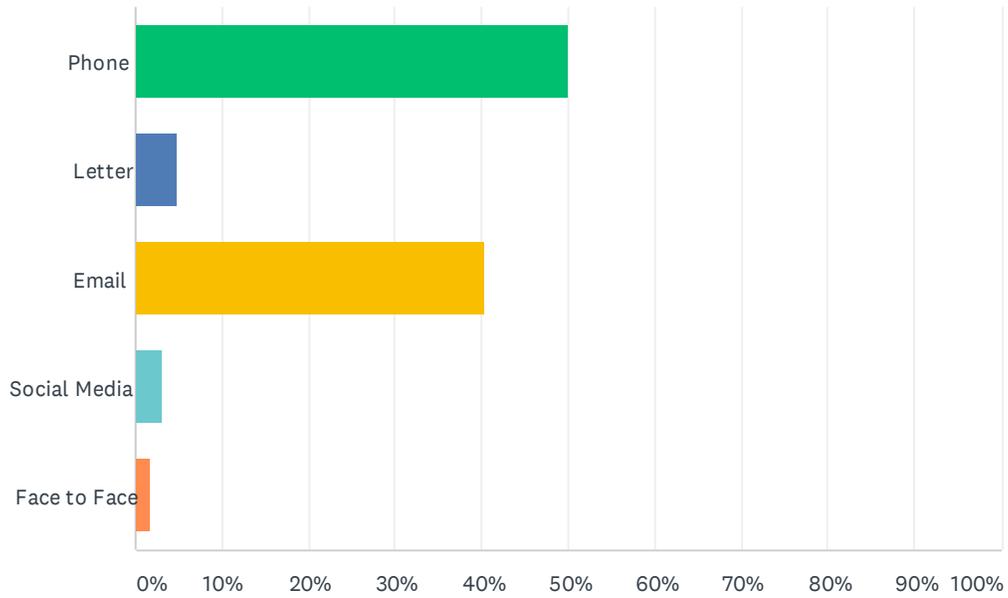


## Q1 How did you make your complaint?

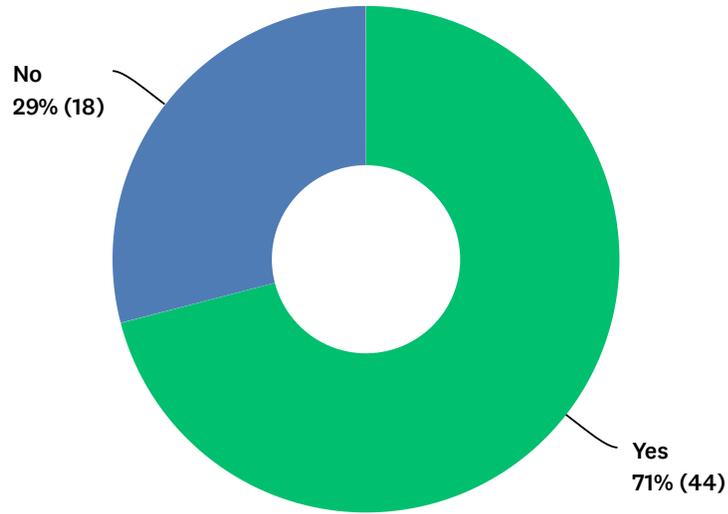
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Phone	50.00%	31
Letter	4.84%	3
Email	40.32%	25
Social Media	3.23%	2
Face to Face	1.61%	1
<b>TOTAL</b>		<b>62</b>

## Q2 Was it easy for you to make your complaint?

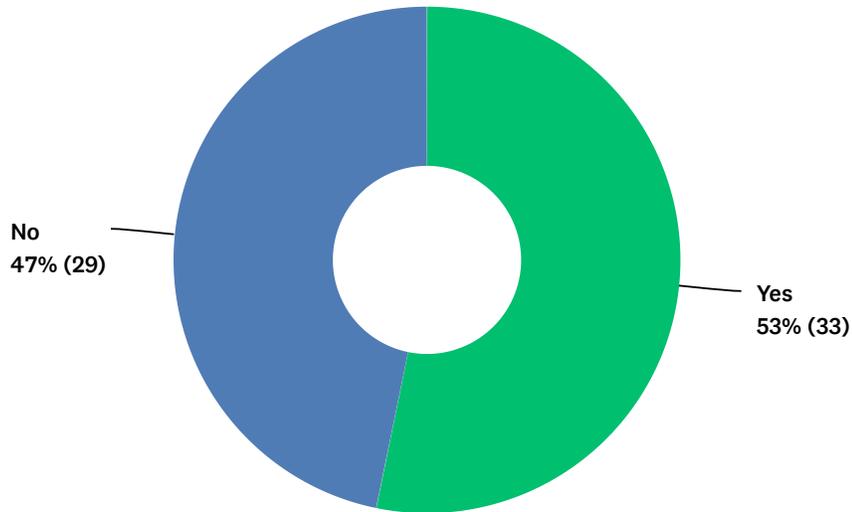
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	71%	44
No	29%	18
TOTAL		62

### Q3 Was the complaints process explained to you and did you have a clear understanding of it (timescales, what will happen when etc).

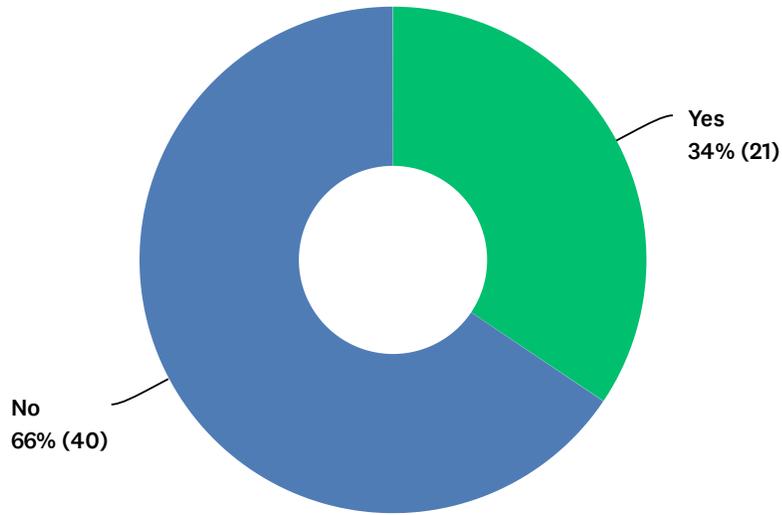
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53%	33
No	47%	29
TOTAL		62

### Q4 Did you feel Plus Dane listened to you and treated you with courtesy and understanding?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	34%	21
No	66%	40
TOTAL		61

## Scrutiny Panel Complaints Review Survey

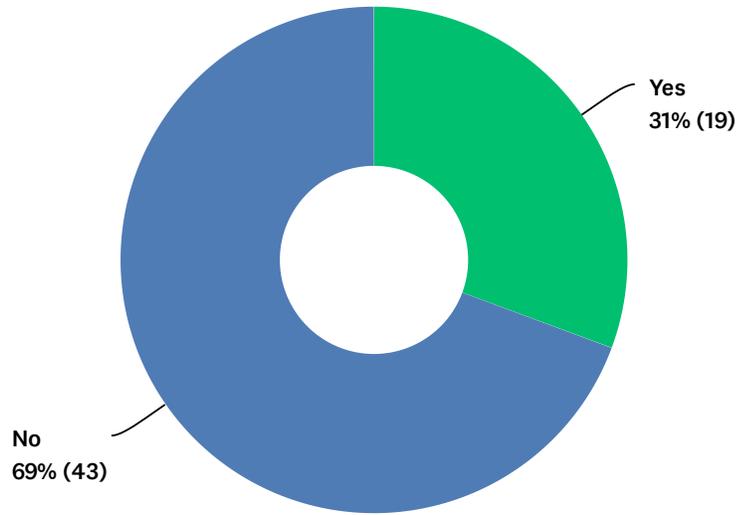
#	PLEASE EXPLAIN YOUR ANSWER	DATE
1	They didn't respond to the complaint	10/20/2020 11:29 AM
2	I felt that plus Dane did not listen to me and I had the impression they already made their mind up about my complaint.	10/20/2020 11:21 AM
3	Plus Dane treated me with courtesy and understanding but failed to listen to my request of sending a different Repairs operative.	10/20/2020 10:50 AM
4	just felt that people didnt want to take ownership of my problem felt frustrated	10/19/2020 4:50 PM
5	No I had a letter through my letter box - the first i knew a complaint had been made against me. from a neighbour. I wanted to clear my name and you havent acknowledged Me.	10/19/2020 2:57 PM
6	got in touch with manager explained to point nothing resolved yet	10/19/2020 2:42 PM
7	Yes but still waiting for repair to be done	10/19/2020 2:28 PM
8	No communication between people, workmen have no idea what job is when arrive	10/17/2020 12:36 PM
9	Call centre were really helpful but once it goes past them it seems to loose validity	10/17/2020 12:09 PM
10	They never listen and the issue was not resolved it never is	10/17/2020 8:06 AM
11	1 year and 3 months complain there wear never help me i bing sick many time and i have fall over for 4 5 hrs and didnt realised , i dnt no if the was recses not helping me or there just taking money of me , the did know about the issue but act like the dont no , my health was in danger and i still have breathing issue and more, i had to leave the flat in hard time the worse year n 3months was in my life , with Plus Dane	10/17/2020 6:56 AM
12	I feel I was treated with contempt I was warned for causing nuisance when was at home all of the evening I only went out to help my wife back as the seat she was on collapsed and she hurt herself and then I aided another elderly gent who was unsteady on his legs ,as I was doing this the person who we complained about was recording me ,not for the 1st time, so I told to stick her phone up her arse ,I was also told pensioners should be in bed by 10 p.m this is not acceptable.	10/16/2020 7:38 PM
13	I did not get a response to my email. The issue has been dragging on for 3 years, since we moved in. Took me getting intouch with Joanne Anderson to get any action.	10/16/2020 4:04 PM
14	people are rued	10/16/2020 3:19 PM
15	I felt ignored and patronised and that my complaint was not taken seriously	10/16/2020 2:06 PM
16	Some of Plus Dane departments were excellent, polite and tried their best to rectify the issue, others were not	10/16/2020 1:50 PM
17	Initial contact by Plus Dane was okay, but the next caller was very abusive verbally. I actually thought about calling the Police and report the incident.	10/16/2020 11:36 AM
18	Plus Dane treated me with respect and courtesy, more importantly, dealt with my complaint efficiently.	10/16/2020 11:01 AM
19	Dealt with it in a positive way and explained the process	10/15/2020 2:43 PM
20	a little could of been better	10/13/2020 4:36 PM
21	didnt listen and still have damp in the house and they not doing anything	10/13/2020 4:21 PM
22	Not at first . Took many emails and phonecalls.	10/13/2020 8:32 AM
23	Partially. Had a gent call to see what could be done, but the issues still remain unresolved	10/12/2020 4:09 PM
24	Not at the beginning but eventually	10/12/2020 3:37 PM
25	dont want to comment	10/12/2020 3:25 PM
26	Telephone conversation with call centres were good, managers not so much	10/12/2020 3:07 PM
27	SEnt a guy around initially who told us what was to be done then nothing after that.	10/12/2020 3:00 PM
28	Didn't get a reply	10/12/2020 2:47 PM

## Scrutiny Panel Complaints Review Survey

29	No-one has contacted me. Caroline Goodman passed on the complaint but i have heard nothing since	10/12/2020 1:32 PM
30	At stage 1 yes but not at stage 2 . Stage 1 Lee Johnson was brilliant although he didn't say whether he agreed or disagreed with me - he at least had the decency to come out to see me. At Stage 2 Annette Bennett took no notice of me. Management attitude was not good . No-one taking notice reading off google maps when they should have called out.	10/12/2020 1:23 PM
31	It wasn't taken seriously	10/9/2020 6:22 PM
32	Got an instant reaction of defensive and aggressive.	10/8/2020 6:18 PM
33	Some did & some didn't more so managers didn't have the time to deal with anything	10/7/2020 1:27 PM
34	The higher up the people are in the company the less understanding and courtesy they have	10/7/2020 12:14 PM
35	A manager wouldn't listen and constantly overtalked when trying to explain and said couldn't take to ombudsman but since found out that can	10/7/2020 12:01 PM
36	Plus Dane did not listen to me at all.	10/7/2020 11:27 AM
37	polite and couteous manner was shown through proces	10/6/2020 10:32 AM
38	Somewhat, didn't want to go into specifics as he felt the duty of care for tenants didn't take precedence	10/5/2020 12:23 PM
39	Not heard nothing	10/3/2020 1:56 PM
40	5-====50	10/1/2020 6:24 PM
41	Lady she spoke to was Rude . she wasnt interested and said there is nothing she could do about it	10/1/2020 6:05 PM
42	It was sorted eventually	10/1/2020 2:56 PM
43	They did once I had made the complaint. Was not happy about having to chase them all the time.	10/1/2020 2:39 PM
44	The complaint was forwarded to the relevant department and dealt with eventually. A bit slow, but it got done.	10/1/2020 2:35 PM
45	At the end they did. The lad I spoke to was absolutely brilliant. But until then I had gotten nowhere. I had to make several calls before it was sorted.	10/1/2020 2:28 PM
46	Was sorted out very fast and professionally	10/1/2020 1:27 PM
47	Never got back to me been complaining since i moved in on December 2019 still no answers or repair done yet	9/30/2020 10:50 PM
48	No response within timeframe on one of the complaints and no explanation about the delay	9/30/2020 6:37 PM
49	I knew more about the complaints process than the person I was speaking to including what was classed as a complaint.	9/30/2020 4:21 PM
50	I wasn't pleased with the process at all, I appreciate it was difficult times when I made the complaint, I raised it via letter first when I posted the keys back, the keys were confirmed to be received but no complaint was raised, I videoed footage of my posting the complaint and keys.	9/30/2020 1:48 PM
51	The foreman rang me 2 days after and explained the problems. They dealt with it promptly	9/30/2020 12:52 PM
52	To a certain extent I was treated with respect and understanding. But PD just do not want to know. They do not understand what I am talking about. I feel that I have to make a complaint to get things done.	9/30/2020 11:00 AM
53	PD don't listen. All my neighbours say same. I just felt like they wanted to sweep it under the carpet. I didnt really understand what was going on.	9/30/2020 10:42 AM
54	fdfs	9/25/2020 3:42 PM

# Q5 Did you think your complaint was investigated promptly and thoroughly?

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	31%	19
No	69%	43
TOTAL		62

## Q6 Please explain your answer

Answered: 38 Skipped: 24

## Scrutiny Panel Complaints Review Survey

#	RESPONSES	DATE
1	No initial response ... We were aware of delay's due to the Covid situation but there were vulnerable people living in the block	10/20/2020 11:30 AM
2	promised a payment of £130 and not had it still!	10/19/2020 4:51 PM
3	PD confirmed I was innocent of accusations. I was alarmed about the accusations of noise but other tenant has mental problems	10/19/2020 2:58 PM
4	PD had preconceived ideas and were never going to change their mind	10/19/2020 2:43 PM
5	Don't seem to be interested in the complaint	10/17/2020 12:36 PM
6	Timescales aren't stuck to and feel as if not being taken seriously with the complaint and feel as if Plus Dane just don't care	10/17/2020 12:12 PM
7	I was told someone would come out and they would write back with a solution . It did not happen	10/17/2020 8:07 AM
8	Noone from Plus Dane ever came to assess the issue. Those residents responsible for the issue were never personally contacted. It was always looked at as a generic issue. Why should we live in an unacceptable condition, when we take pride in our home. It is health and safety issue that has been left to get worse.	10/16/2020 4:08 PM
9	There were errors at each stage of the process. Parts of the complaint were just ignored	10/16/2020 2:07 PM
10	It took months, and I had to keep chasing it	10/16/2020 1:50 PM
11	Service charge increased yet getting less service	10/15/2020 2:44 PM
12	still waiting for things to be put . no shower since Jan . reported many times	10/13/2020 4:22 PM
13	It was over a 4-5 week period that i was just left and phobbed of.	10/13/2020 8:33 AM
14	Multiple issues are still not resolved	10/12/2020 4:11 PM
15	There were 2 different departments dealing with it and one did not know what they other was doing	10/12/2020 3:37 PM
16	It was very biased	10/12/2020 3:25 PM
17	Complaint has had to be raised more than one occasion and no records showing of original complaint	10/12/2020 3:08 PM
18	We were just ignored and overlooked deemed not important. We were never brought into it properly. Felt PD did not care	10/12/2020 3:01 PM
19	Didn't get a reply	10/12/2020 2:47 PM
20	No-one has been in touch I did not know if the complaint has been resolved or not	10/12/2020 1:32 PM
21	Yes at stage 1 but no at stage 2. I felt they were just going through the motions and reading a letter to me. Nothing personal in their approach.	10/12/2020 1:24 PM
22	As have mental health issues with memory was treated like a dimwit.	10/9/2020 6:23 PM
23	Denied the facts . Then when presented with the evidence they changed their story	10/8/2020 6:19 PM
24	it was to do with the garden service and no one came out to deal with it	10/7/2020 1:27 PM
25	has gone through ombudsman due to things not been dealt with in timescales	10/7/2020 12:15 PM
26	Complaint shut down and wouldn't entertain it	10/7/2020 12:01 PM
27	Complaints process was not explained to me so I feel my complaint was not investigated to my satisfaction.	10/7/2020 11:28 AM
28	Too much procedure driven and not seeing the bigger picture, they need to understand all complaints are different and therefore requires unique and case by case approach, as every ones situation is different. Failing to do so will only lead to alienating relationship within the community example I won't be supporting anything to do with plusdane in my community and most definitely will advice in my network to stay clear of plusdane housing. Even though I	10/4/2020 9:20 AM

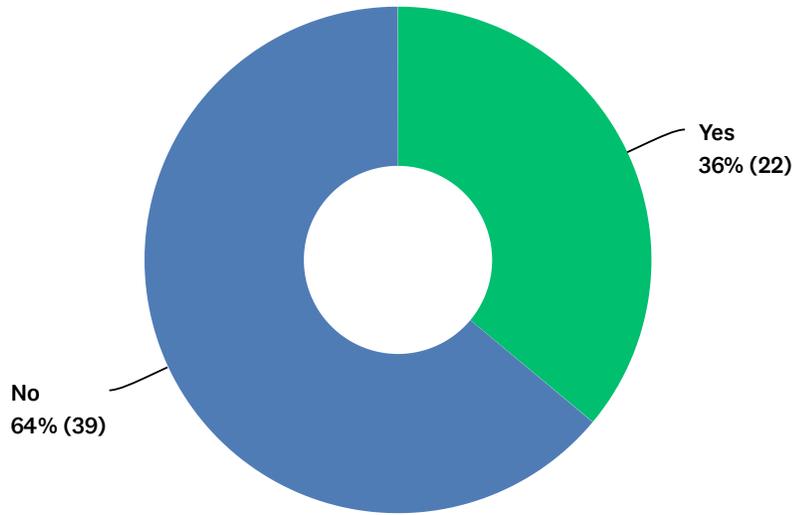
## Scrutiny Panel Complaints Review Survey

have lived with plusdane for almost 7 years with positive feeling, all of that is ruined because of this process minded mentality and failing to see the bigger picture and thinking outside the box.

29	been making same complaints for years	10/3/2020 1:57 PM
30	she made the complaint then by email and the person (man) who responded was more polite and listened	10/1/2020 6:06 PM
31	I had just lost my husband and PD knew this but kept sending things with his name on it. I was so upset and distressed over the letters.	10/1/2020 2:29 PM
32	Still waiting	9/30/2020 10:50 PM
33	One of my complaints related to the wrong trade person being sent to my home due to the repair being logged incorrectly. In your reply you denied this.	9/30/2020 6:38 PM
34	I believe that if a customer believes they have a legitimate complaint it should be the complaints manager who makes that judgement not the call handler. I believe any disagreement between a customer and call handler over what is a legitimate complaint should be referred to complaints manager to make that decision and this should be part of the complaints procedure.	9/30/2020 4:29 PM
35	It took weeks for the drain to be sorted out in the meantime I was ill with vomiting and my daughter had to take washing home	9/30/2020 4:10 PM
36	I think the complaint wasn't dealt with any care, I appreciate you probably received complaints day to day but my living conditions were being effected while living with my pregnant girlfriend	9/30/2020 1:48 PM
37	I asked for someone to ring me back and no-one has - it's just not good enough	9/30/2020 11:01 AM
38	I thought Pd just wanted to get me out the way and were more interested in doing it quickly than properly	9/30/2020 10:42 AM

# Q7 Were you kept informed about the progress throughout your complaint?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	36%	22
No	64%	39
TOTAL		61

## Scrutiny Panel Complaints Review Survey

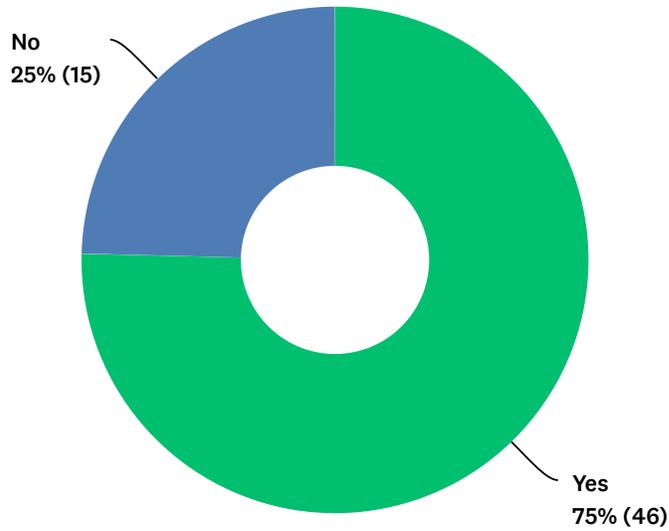
#	PLEASE EXPLAIN YOUR ANSWER	DATE
1	No response unless we chased them up .	10/20/2020 11:31 AM
2	Plus Dane only contacted me the once, no other calls were made.	10/20/2020 11:24 AM
3	Plus Dane kept me informed throughout my Complaint process and I was happy on the service they provided.	10/20/2020 10:50 AM
4	Only towards the end	10/19/2020 4:52 PM
5	I was always chasing them no-one got back to me or really cared.	10/19/2020 2:58 PM
6	We didnt hear anything. Just left with no contact.	10/19/2020 2:43 PM
7	By phone	10/19/2020 2:28 PM
8	No communication Plus Dane don't seem to care	10/17/2020 12:18 PM
9	It just got ignored	10/17/2020 8:08 AM
10	Ys i have emails save sending to them and they have my phone recored when i call them night and day	10/17/2020 6:58 AM
11	We were told it is an issue that can not be tackled by Plus Dane. It is a council issue when actually its Plus Dane residents doing it. I was told "It is the same everywhere" ..... That is not a solution!!! It has been 'PASS THE BOOK" situation	10/16/2020 4:11 PM
12	Plus Dane contacted me the next day but failed to keep in contact throughout the process.	10/16/2020 11:36 AM
13	Plus Dane kept me informed throughout the process.	10/16/2020 11:01 AM
14	the only info I got was when i chased them up	10/15/2020 2:45 PM
15	but only when i chased them up	10/13/2020 4:37 PM
16	but still havent done the work	10/13/2020 4:23 PM
17	I had to constantly ring them about the issues	10/13/2020 8:33 AM
18	Not at all time we at to ring all the time	10/12/2020 10:46 PM
19	I feel it still isn't resolved and have had no further contact	10/12/2020 4:12 PM
20	Not really. I just wanted to be kept informaed throughout	10/12/2020 3:38 PM
21	It took 6 weeks to get last letter it took a long time	10/12/2020 3:25 PM
22	Communal lights not working on outside stairs, supposed to be jet-washed 6 months ago, lighting still not fixed 6 weeks after original complaint	10/12/2020 3:09 PM
23	Emails come in to tell me what was happening at first then they just stopped. The only interaction was with the caretaker or if we phoned PD ourselves. Thought PD should have contacted us rather than the other way round.	10/12/2020 3:03 PM
24	,No-one has been in touch since the complaint was first made	10/12/2020 1:33 PM
25	By email	10/12/2020 1:24 PM
26	Covid struck and no decision or feedback	10/9/2020 6:23 PM
27	Had to chase PD CONSTANTLY	10/8/2020 6:19 PM
28	Complaint had to be escalated with no response and felt no investigation had taken place	10/7/2020 1:28 PM
29	People were not replying to emails within timescales, even MP's and ombudsman also getting no replies	10/7/2020 12:16 PM
30	Wasn't kept informed and wanted floating support and wasn't given	10/7/2020 12:05 PM
31	no	10/7/2020 11:28 AM
32	once complaint was made everything were done.	10/6/2020 10:32 AM

## Scrutiny Panel Complaints Review Survey

33	Complaint is not yet closed	10/5/2020 12:24 PM
34	Several callbacks until resolution was reached	10/4/2020 9:36 AM
35	Still not heard anything	10/3/2020 1:57 PM
36	Yes they came out and took photos and kept her informed	10/1/2020 6:07 PM
37	PD kept ringing back and they passed it to a senior person who also rang me back.	10/1/2020 2:56 PM
38	Once I made it I was kept informed but I had to chase PD all the time - they never got back to me.	10/1/2020 2:40 PM
39	No updates other than when the person turned up to deal with it. Did take a while no updates inbetween.	10/1/2020 2:36 PM
40	No-one kept me informed at all. Except for at the end when the young man called me and dealt with it. I felt like no-one was listening to me.	10/1/2020 2:30 PM
41	over the phone with updates	10/1/2020 1:27 PM
42	Told get bk in 2to5 days Still waiting	9/30/2020 10:51 PM
43	One of the complaints was not responded to within the correct timeframe and the other I had to chase up for a response	9/30/2020 6:39 PM
44	Initially despite being told my complaint had been registered it had not. It was only on my second call that my complaint was registered and the complaints manager apologised and did keep me informed	9/30/2020 4:31 PM
45	I received 2 emails	9/30/2020 12:52 PM
46	I think PD used the pandemic as an excuse. No-one got back to me when I asked that they did.	9/30/2020 11:02 AM
47	No one got back to me. Although they might have been email but I don't want to be contacted in this way as I do not always look at emails.	9/30/2020 10:44 AM
48	k	9/25/2020 3:43 PM

## Q8 Would you have liked more contact with Plus Dane throughout the process?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	75%	46
No	25%	15
TOTAL		61

## Q9 Please explain what and when

Answered: 38 Skipped: 24

## Scrutiny Panel Complaints Review Survey

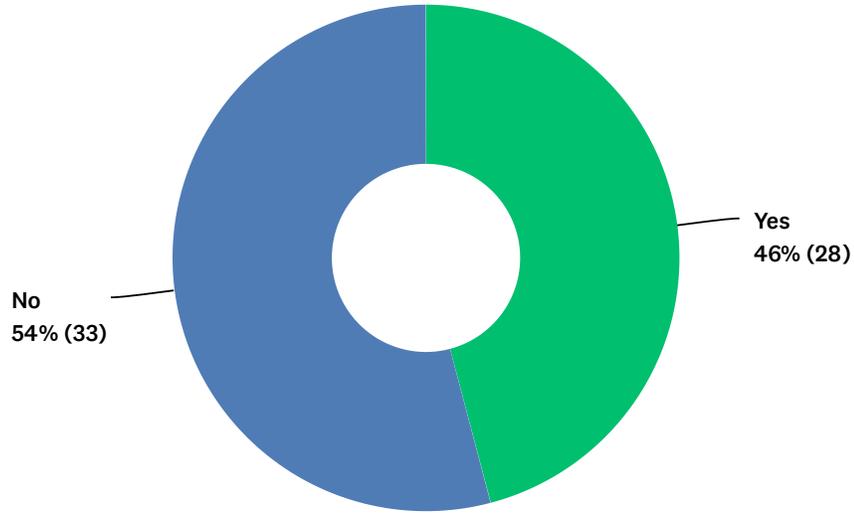
#	RESPONSES	DATE
1	We have had no contact whatso ever	10/20/2020 11:31 AM
2	I would have liked more communication from Plus Dane regarding my complaint. Timescales and processes were never explained.	10/20/2020 11:28 AM
3	yes contact was made throughtout the process. i was happy with the servive.	10/20/2020 10:44 AM
4	Just to know what was going on.	10/19/2020 2:58 PM
5	Would like to have been contacted as things progressed as things. PD just seemed to blame Covid but that was an excuse as far as Im concerned.	10/19/2020 2:44 PM
6	Numerous call made and no one interested in dealing with issues	10/17/2020 12:37 PM
7	To be able to speak to some one who is actually going to do something about the jobs that are needed to be done	10/17/2020 12:18 PM
8	I would have appreciated times and dates, and someone i could contact and final outcome	10/17/2020 8:09 AM
9	Never able too talk to the same person,I would rather talk face to face	10/16/2020 7:40 PM
10	What process is being put in place by Plus Dane to this issue carrying on .	10/16/2020 4:13 PM
11	it took 18 months to get nowhere	10/13/2020 4:38 PM
12	They kept saying they would ring me back and never did	10/13/2020 8:34 AM
13	When anything has been done	10/12/2020 4:12 PM
14	When I was asking things no one was getting back to me. The job took ages and was done eventually but my garden was a mess	10/12/2020 3:39 PM
15	I would have liked people to come and talk face to face you can explain it better. Didnt really work with letters going back and forth	10/12/2020 3:26 PM
16	Waiting for windows to be replaced that are leaking and still no action been taken	10/12/2020 3:09 PM
17	Would have liked PD to come out - only one person came and sympathetic while here but then no-one else came out. It was never resolved. Had to contact PD myself to find out what was going on.	10/12/2020 3:04 PM
18	Would be nice to be told something	10/12/2020 2:47 PM
19	No communication at all	10/12/2020 1:33 PM
20	Annette Bennet was supposed to contact me and she didnt. I dont even think she knows where I live live	10/12/2020 1:24 PM
21	Email	10/9/2020 6:24 PM
22	hAD TO CHASE FOR EVERYTHING	10/8/2020 6:20 PM
23	Managers weren't interested and wouldn't engage at all	10/7/2020 1:28 PM
24	They should have been interested in getting complaint dealt with and weren't	10/7/2020 12:16 PM
25	A duty of care to tenants, I suffer with mental health issues and feel as if this isn't taken into consideration when the manager deals with me	10/7/2020 12:07 PM
26	dont feel there in put is tenant minded needs more drive but i get ignored	10/1/2020 6:27 PM
27	Sometimes left in the dark as to what was going in the early stages	10/1/2020 6:07 PM
28	I had to phone you. No-one called me. I was promised calls back but they did not happen. I then had to keep calling and repeating myself - explaining who I wanted to speak to and why and clearing your security	10/1/2020 2:42 PM
29	Just as much as possible so I knew it was still ongoing and had not been lost in the system or ignored.	10/1/2020 2:36 PM
30	No-one contact me throughout and I would have appreciated it if they had kept me regularly updated. Felt like I was chasing PD. An apology would have been nice and just talking to me	10/1/2020 2:32 PM

## Scrutiny Panel Complaints Review Survey

	to keep me informed,	
31	Like a answer to my complaint	9/30/2020 10:51 PM
32	One of the complaints was in relation to problems with a repair about my TV AERIAL. You did not update me about the progress of escalating the complaint despite saying you would do so.	9/30/2020 6:40 PM
33	I had dispute over floor and call handler did not believe I had a 'legitimate' complaint. However manager did listen to my complaint and was very helpful.	9/30/2020 4:34 PM
34	I understand there's a pandemic but drains could cause all kinds of problems	9/30/2020 4:11 PM
35	More information needed from Plus dane	9/30/2020 3:20 PM
36	Yes I would of liked sooner updates and a phone call, the complaint felt impersonal as it was only over email and I wanted to call for a chat	9/30/2020 1:48 PM
37	8 years ago PD had a first class service and people got back to you.. It was fantastic - it's not like that now	9/30/2020 11:03 AM
38	Its taken three times to get it right. They have told me its because of covid.	9/30/2020 10:45 AM

# Q10 Did Plus Dane respond to your complaint within the agreed timescale?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	46%	28
No	54%	33
TOTAL		61

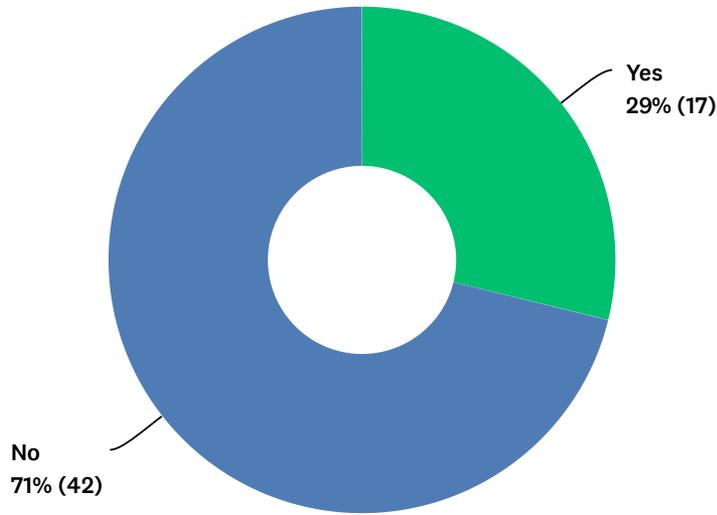
## Q11 Please explain your answer in more detail

Answered: 27 Skipped: 35

#	RESPONSES	DATE
1	Plus Dane never told me about timescales or processes.	10/20/2020 11:29 AM
2	I am still waiting for the promised £130	10/19/2020 4:52 PM
3	Some jobs are years and years out in the timescale	10/17/2020 12:19 PM
4	They talked about it but nothing happened	10/17/2020 8:09 AM
5	They gnore me and they through me in bush and put my health in danger , ussless housing	10/17/2020 7:00 AM
6	Councillor Joanne Anderson responded. Plus Dane did not	10/16/2020 4:14 PM
7	Plus Dane did not meet the timescales in their complaints procedure	10/16/2020 2:08 PM
8	wanted anew kitchen based on kitchen didn't comply with building regs	10/13/2020 4:40 PM
9	i have not had a shower since jan but they replacing bath next Monday	10/13/2020 4:23 PM
10	What time scale. I didnt have one ??	10/13/2020 8:34 AM
11	They told us we would get an answer by a certain date and it was over a week late. I also made another complaint about something else over 2 weeks ago by phone and PD have not even contacted me	10/12/2020 3:27 PM
12	Never have done always later than supposed to always have to chase them	10/12/2020 3:10 PM
13	Nothing to add	10/12/2020 3:04 PM
14	Didn't get a reply at all	10/12/2020 2:47 PM
15	I did not know it had been resolved	10/12/2020 1:33 PM
16	Nothing done as was treated as stupid	10/9/2020 6:24 PM
17	We will get someone to call you this week then two weeks later we don't know how to process this complaint. Neighbourhood/Housing Officer said don't ever contact me directly again	10/8/2020 6:22 PM
18	Due to delay in replying to emails	10/7/2020 12:17 PM
19	The complaint was closed before it was dealt with and I'm now going to re-open it	10/7/2020 12:07 PM
20	Plus Dane never spoke about timescale, I had to phone the Office from time to time just to find out what was going on with my Complaint.	10/7/2020 11:29 AM
21	Plus Dane did not give a timescale or explain anything in detail.	10/6/2020 10:32 AM
22	getting sick n tired of leaks . they come out clean the gutters and then leave . the leak isnt from the gutters	10/3/2020 1:59 PM
23	Like i said still waiting	9/30/2020 10:51 PM
24	No response to stage 0 complaint within 5 working days so I escalated it to stage 1. Also no explanation for the delay.	9/30/2020 6:40 PM
25	Not so much plus Dane but aqua jet	9/30/2020 4:12 PM
26	No-one got back to me when they said they would and still nothing has been done. The problem is still the same. I will have to go to the Council Environmental services and it will be all over the papers.	9/30/2020 11:05 AM
27	There was no contact really. I think someone rang me initially who was responsible for the complaint.	9/30/2020 10:45 AM

# Q12 If we acknowledged that we made a mistake did you receive an apology?

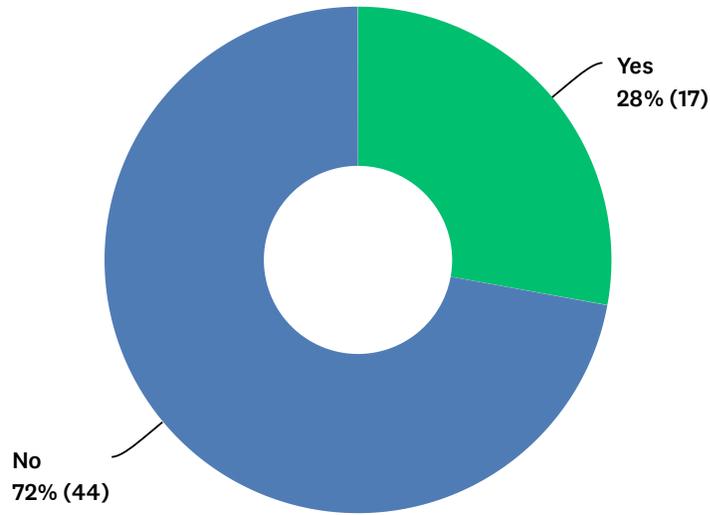
Answered: 59 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	29%	17
No	71%	42
TOTAL		59

### Q13 Do you feel Plus Dane completed everything they agreed to in relation to your complaint?

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	28%	17
No	72%	44
TOTAL		61

## Q14 Please explain your answer

Answered: 38 Skipped: 24

## Scrutiny Panel Complaints Review Survey

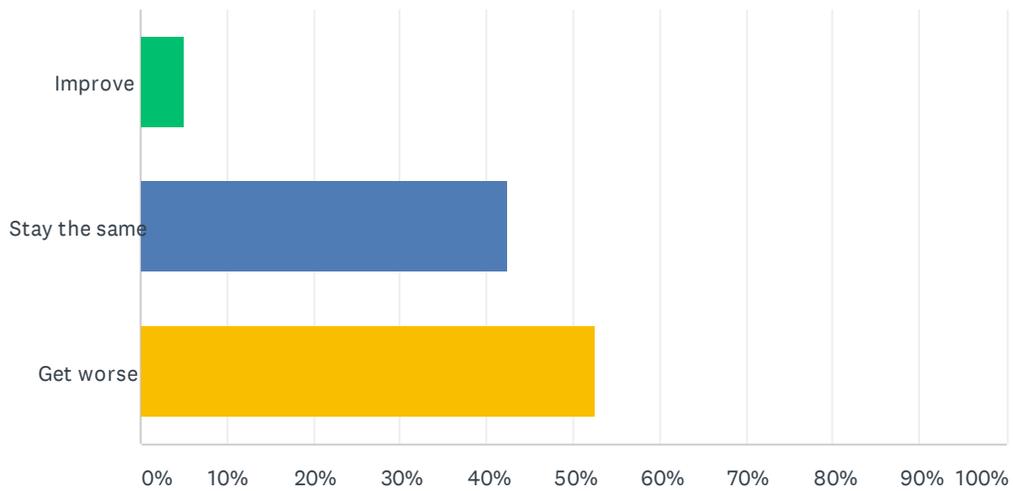
#	RESPONSES	DATE
1	Private contractor rat catcher said he couldn't believe how bad it was and nothing has changed	10/20/2020 11:34 AM
2	I feel Plus Dane did not listen to me at all.	10/20/2020 11:34 AM
3	Still waiting for the £130	10/19/2020 4:53 PM
4	i wanted a letter clearing my name but never got one. Messages were passed on to staff I seen but they never went anywhere. I had no apology and feel let down	10/19/2020 3:00 PM
5	PD have done a very poor job	10/19/2020 2:44 PM
6	PD ordered my new door but the manufacturer could not supply it so there is a delay and it still has not been done. I kind of understand why.	10/19/2020 2:29 PM
7	Issues still not dealt with couple of months on	10/17/2020 12:38 PM
8	Jobs are not being completed and timescales are not being adhered to, emergency jobs are not being dealt with as emergencies. Duty of care to tenants is non existent	10/17/2020 12:22 PM
9	Nothing was done or resolved	10/17/2020 8:10 AM
10	What they told me and what was in agreement i did follow no mestakes 100% but they never follow what was in agreement they sgined to me	10/17/2020 7:01 AM
11	I was asked how we thought we could resolve the issue as I am fed up being constantly being videod which by the way is still happening, my suggestion was to put up a fence across my side garden to no avail	10/16/2020 7:44 PM
12	I have been contacting plus Dane time and time again since moving in to the property. Nothing positive has ever been done regarding my complaint	10/16/2020 4:16 PM
13	Parts of complaint ignored. When I raised this and asked for a meeting I was told to take it to the Ombudsman	10/16/2020 2:09 PM
14	Plus Dane did not keep me up to date with my Complaint so I can not answer this question fully.	10/16/2020 11:38 AM
15	they just told me that's the way it is so that's it!	10/15/2020 2:49 PM
16	replacing bath next monday	10/13/2020 4:25 PM
17	The surveryor was brilliant really happy with him an what he done. But still waiting to hear about my floor. Been 2months	10/13/2020 8:35 AM
18	Issues remain unresolved and more are arising	10/12/2020 4:13 PM
19	rather not say	10/12/2020 3:27 PM
20	12 months since complaint first went in and still not completed	10/12/2020 3:11 PM
21	It just wasnt dealt with. Half of us wanted one thing and the others something else. I know the virus didnt help but PD could have done better	10/12/2020 3:05 PM
22	Didn't get a response	10/12/2020 2:48 PM
23	No-one has been in touch at all	10/12/2020 1:33 PM
24	More believeing by your selves. You need to hire proper contractors not ones which damage people's property and ruin a wonderful characterFul hedge	10/9/2020 6:25 PM
25	Been to the high court against PD for negligence	10/8/2020 6:23 PM
26	Job that was supposed to be done nobody came out for	10/7/2020 1:30 PM
27	Questions weren't answered and has now been passed to ombudsman	10/7/2020 12:18 PM
28	I was told that I couldn't take it to the ombudsman but they lied I can	10/7/2020 12:08 PM
29	Plus Dane responded to the complaint at the beginning but no further communication were made by Plus Dane.	10/7/2020 11:29 AM
30	Nothing got resolved.	10/6/2020 10:33 AM

## Scrutiny Panel Complaints Review Survey

31	See previous point of being process driven, I am not an address but a person with unique challenges, experiences, expectations, same like the other Tennant's, they are all unique and one process fixes all Dosent apply.	10/4/2020 9:23 AM
32	I didn't get the answer I wanted. they rang to ask how they could solve the issue and I said remove the £150 pa charge for ground maintenance that I am not getting they said cannot do that	10/1/2020 6:11 PM
33	At the time I did but the same thing has happened again	10/1/2020 2:57 PM
34	Still waiting done nothing Not a call or reply to any emails since December 2019 or any call return	9/30/2020 10:53 PM
35	In stage 1 response, you said the repair of my TV aerial would be completed on 22nd September but it was delayed again until the following day.	9/30/2020 6:41 PM
36	As in previous question kept getting told people we're only coming back to work my family was not happy as I'd had a fall in the garden and I kept getting ill	9/30/2020 4:14 PM
37	Nothing has been done and Im still waiting	9/30/2020 11:05 AM
38	It took them 3 goes to do it. PD are not bothered. I've been with three Housing Associations and you are all the same.	9/30/2020 10:47 AM

## Q15 Thinking of your experience as a whole – at the end of the process did your impression of Plus Dane.....

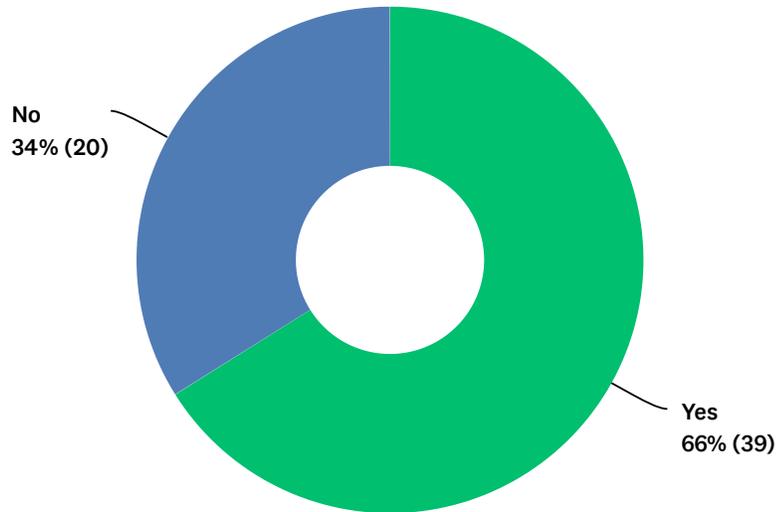
Answered: 59 Skipped: 3



ANSWER CHOICES		RESPONSES	
Improve		5.08%	3
Stay the same		42.37%	25
Get worse		52.54%	31
TOTAL			59

# Q16 Would your experience encourage you to complain again if you needed to?

Answered: 59 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	66%	39
No	34%	20
TOTAL		59

Q17 If there was one thing you think we should focus on that would improve your experience of the complaints process what would it be?

Answered: 51 Skipped: 11

## Scrutiny Panel Complaints Review Survey

#	RESPONSES	DATE
1	Listen Respond and don't fob people off	10/20/2020 11:38 AM
2	Plus Dane should call back and explain the procedure and protocols of making a complaint.	10/20/2020 11:34 AM
3	Plus Dane should respect and adhere to my request of not sending the same Repairs Operative.	10/20/2020 10:50 AM
4	Do what you say you are going to	10/19/2020 4:56 PM
5	An apology in writing to clear my name	10/19/2020 3:02 PM
6	They never rectified our complaint. We have had a poor service and Covid was blamed	10/19/2020 2:44 PM
7	Nothing. The process worked. The inspector came out eventually and its not really PDs fault that the manufacturer could not supply the door.	10/19/2020 2:31 PM
8	Be more empathetic and make sure contractors know what they are supposed to be doing when they arrive at the property	10/17/2020 12:42 PM
9	Listen to what tenants are saying. Complete jobs you are supposed to be doing. Deal with the complaints when they arise instead of leaving it until it's un-manageable	10/17/2020 12:31 PM
10	That they follow their own rules and solve the problems	10/17/2020 8:11 AM
11	I have left they flat and i had treathing by nighbor , but many like me maybe surfing for help i had experince wit plus dane they ussless help those who are need it wit them plz	10/17/2020 7:05 AM
12	Staff who treat residents , with a little less contempt.	10/16/2020 7:45 PM
13	Respond! Hold those responsible liable!	10/16/2020 4:17 PM
14	PD need to listen to what they are told. Staff retraining for some is needed. Mistakes happen and PD need to learn to acknowledge that, stop making excuses and put things right.	10/16/2020 2:12 PM
15	Have a process where managers can be checked up on and it can be escalated further	10/16/2020 1:52 PM
16	I can not think of anything.	10/16/2020 11:38 AM
17	No, Plus Dane treated me with respect and dealt with my complaint to my satisfaction.	10/16/2020 11:02 AM
18	Feedback and people answering your questions	10/15/2020 2:52 PM
19	feedback keeping me informed	10/13/2020 4:43 PM
20	Quicker I had a problem with the roof that took 2 years to fix	10/13/2020 4:28 PM
21	Keeping people up to date	10/13/2020 8:36 AM
22	Listen more to the tenants and be on there side	10/12/2020 10:48 PM
23	Improving the follow up	10/12/2020 4:14 PM
24	Communication through out. You need to keep people informed throughout. Things should be followed up and you should send the right people to do the job	10/12/2020 3:41 PM
25	Would have been better if we all sat down and talked about it rather than write letters.	10/12/2020 3:29 PM
26	The point of contact needs to be up and running properly, leaseholders need to be able to contact someone when they ring in the option 5 doesn't work, so if you can't get the basics right what hope is there of geting anything else right	10/12/2020 3:17 PM
27	Listen to us and be more approachable. Get back to us.	10/12/2020 3:07 PM
28	Treating us like humans not scum	10/12/2020 2:49 PM
29	Communication. Let me know where things are up to. I was not aware if it had been resolved	10/12/2020 1:35 PM
30	More face to face contact. You cannot get all the information you need if you do not go out and meet people.	10/12/2020 1:26 PM
31	Listen to people and don't jump to conclusions. Corporate aggressive defensive response to complaints. Bring back neighbourhood officer	10/8/2020 6:34 PM

## Scrutiny Panel Complaints Review Survey

32	Managers don't seem to have a duty of care, they don't listen and don't engage in speaking with tenants, call centre staff are amazing and helpful but once it get's passed on it goes downhill	10/7/2020 1:35 PM
33	Managers need to be trained in how to deal with customers, it comes from the top through to the bottom and it appears that no one can be bothered. Phone calls should be monitored and listened to so they can see how they treat people	10/7/2020 12:23 PM
34	A duty of care and dealing with customers that have issues in the correct manner	10/7/2020 12:08 PM
35	Communication and feedback.	10/7/2020 11:29 AM
36	Nothing. Plus Dane did nothing to improve the situation and the whole experience was a waste of time.	10/6/2020 10:33 AM
37	Duty of care to the tenants	10/5/2020 12:27 PM
38	Think outside the box as all tenants are unique and are not just an address.	10/4/2020 9:24 AM
39	Listen to me as to where the leak is coming from	10/3/2020 2:04 PM
40	perhaps bit more personal touch you make complaint if someone phoned you perisomal touch would help, complaint and tenants sgould be able to give uestions to panel and there commitment to tenants,the ones i know on it not to tenat standard	10/1/2020 6:33 PM
41	Keeping people informed better more frequently	10/1/2020 6:16 PM
42	I appreciated the apology but same thing happened again. I was told it wouldn't but it did and I was left to sort it all out. Don't want to keep complaining incase I get anyone in trouble. (Advised her to report it)	10/1/2020 2:58 PM
43	Communication. PD need to get back to people when they say they will. Also I did not know how to make a complaint and had to find out through the website.	10/1/2020 2:47 PM
44	More regular updates to acknowledge it is still being dealt with even if something cannot immediately happen.	10/1/2020 2:38 PM
45	To let the person know what's happening until it has been resolved instead of just nothing.	10/1/2020 2:33 PM
46	Keep me more informed about what is happening.	10/1/2020 2:27 PM
47	nothing	10/1/2020 1:28 PM
48	Reply to people and be truthful to your tenants	9/30/2020 10:54 PM
49	You need to substantially improve your customer service to prevent complaints from being made in the first place. Despite numerous complaints, you have not improved your service and many of my complaints have been about similar issues such as poor communication or failing to follow correct procedures. These are the absolute basics of good customer service. Due to experiencing on going problems and poor service with Plus Dane, I feel your organisation is highly incompetent. In future, I will be submitting complaints far earlier and escalating them sooner if they do not get resolved appropriately as I am fed up with the inadequate service I have received from your organisation.	9/30/2020 6:50 PM
50	It is 'not' the call handler who should make the decision over what is or is not a complaint. They should advise but if still dispute it should be referred to the manager to make that decision. All customers should be given a complaints reference number when complaint is made.	9/30/2020 4:43 PM
51	After the resolution of the complaint further information should be shared with the tenant in regards to it not happening again	9/30/2020 3:27 PM