

Call for evidence: Investigation into knowledge and information management

Complaint handlers survey

Thank you for taking part in this survey. It is for anyone who handles complaints at either stage 1 or stage 2 as part of their day-to-day role.

This forms part of our research into knowledge and information management in the sector and will help to inform our recommendations to landlords.

Please be assured, your responses are anonymised and confidential.

- 1) Have you had issues with accessing or being provided with records to respond to complaints?**
Yes/No. (Conditional logic on yes)
- 2) Which service areas/topics have been problematic?** (select all that apply)
Options: repairs, leaks, damp and mould, ASB, noise, information and data management, heating and hot water, parking, staff, complaint handling, charges, estate management, reimbursement and payments, moving to a property, occupancy rights, other.
- 3) Of those, which was been the most problematic?** (Choose one only)
- 4) Have the issues impacted on your ability to meet your complaint handling timescales?**
Yes/No
- 5) Have the issues impacted on your ability to fully address the complaint?**
Yes/No.
- 6) Are there issues with the data storage systems you use?** (Please select all that apply)
Options: duplicate/overlapping databases, databases that do not synchronise, legacy data storage, inaccessible archives, other. (If you have selected other, please tell us what this is?)