



a2dominion 

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Severe Maladministration  
Lessons Learned  
Our Improvement Journey

# Background

## 202100078 – Determination received July 2023

Vulnerable customer with repairs required to their roof, causing damp & mould and damage to the property.

Failings identified in the determination were:

- We were unable to evidence data on customer vulnerabilities, customer support & communication, and record keeping during the repairs process
- The level of compensation offered was deemed too low considering the service failures identified

## 202115967 – Determination received May 2023

Vulnerable customer with reoccurring repairs required to their roof, causing damp & mould and damage to the property.

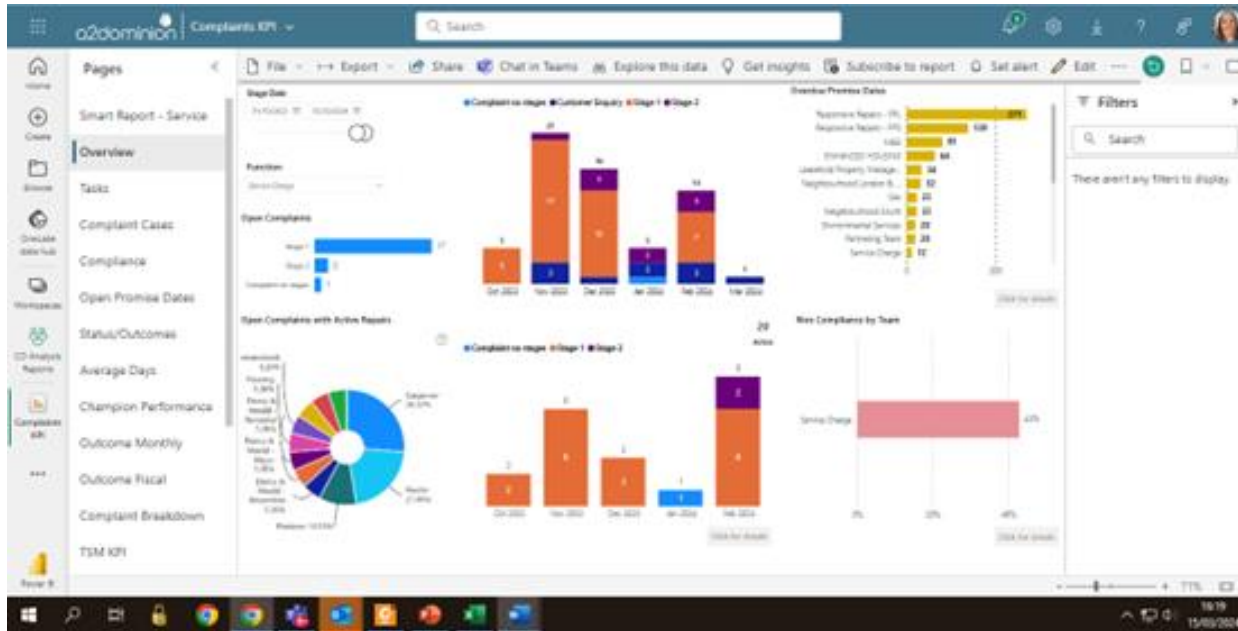
Failings identified in the determination were:

- There were several delays to completing works, which caused the extent of the damage to worsen
- We were unable to evidence data on timescales for repairs, customer support & communication, and record keeping during the repairs process
- The offer of compensation should have been reviewed following further delays after our final stage response, and should have considered the loss of amenities

# Improvement Journey - Complaints

## Complaints Improvement Plan

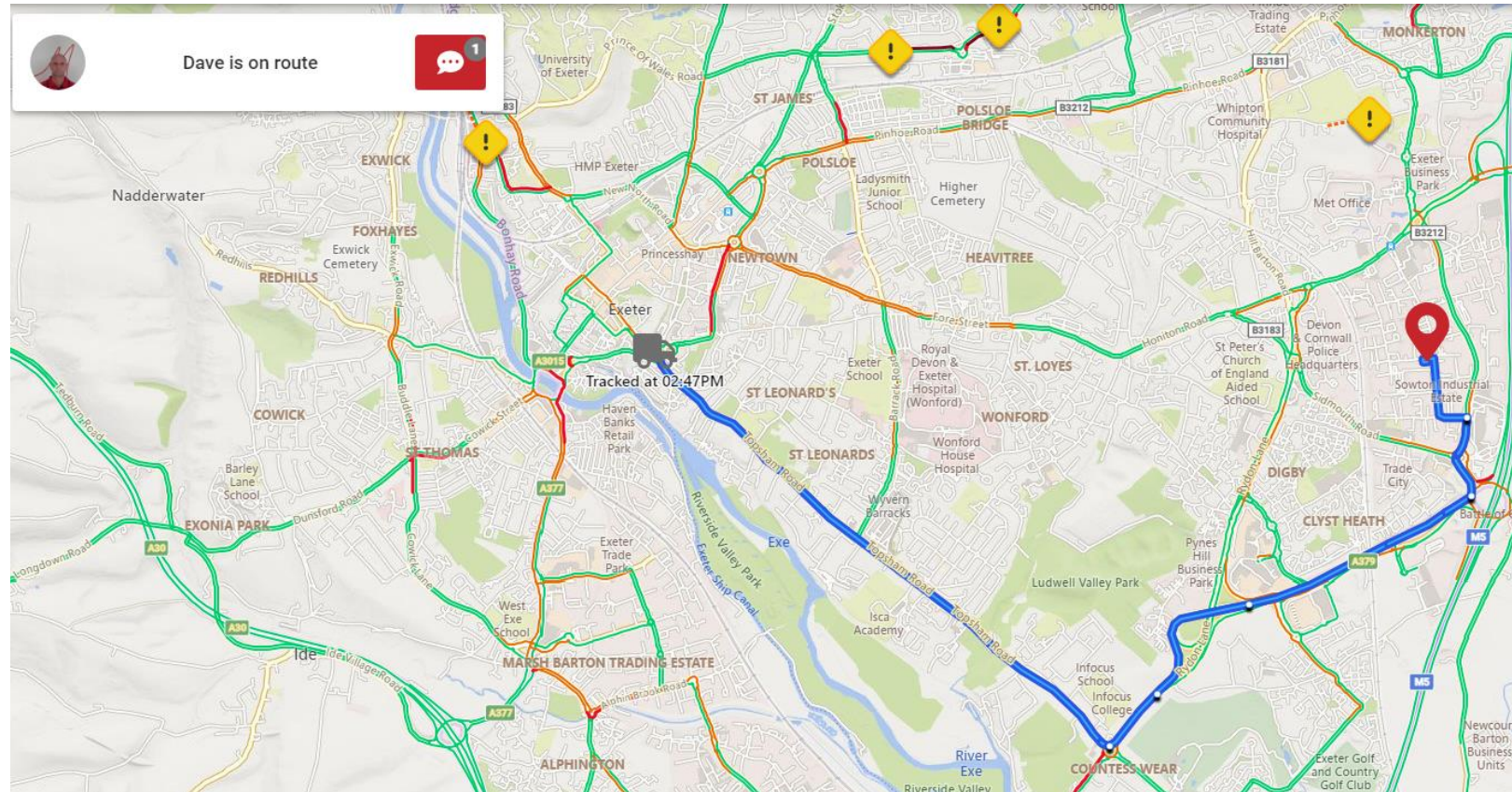
- System improvements to allow complete complaint case management in one place, including escalations
- Link to contractor repairs management system
- Oversight dashboards to allow Heads of & Directors to monitor complaint performance, including promises made to customers, actions required & lessons learnt
- Escalation process for Stage 2 complaints redesigned to include members of our Executive Management Team
- Refresh of our complaints procedure across all service areas
- Customer Engagement plan created to include customers in our quality assurance checks of our complaint letters



# Improvement Journey - Repairs

## Repairs Improvement Plan

- System improvements including diagnostic tools, new integration platform with contractors, and new dashboards to provide proactive management of repairs - allowing customers to track appointments
- A new Service Recovery Team to proactively work with our Contact Centre, picking up any potential complaint risks
- Restructure of our JV Complaints Team colleagues, to create a customer centric response team, providing more accountability



# Improvement Journey – Additional Areas Identified

- We will improve training on our Prioritisation policy, and implement across every business area
- Undertake an assurance review of initial diagnostics in relation to the Prioritisation policy
- Ensure our subcontractors, who are on the frontline, work to the same priorities to ensure consistency of quality, service and communication
- Implementation of one system across the business to provide 'one version of the truth', and to record all customer contact
- Monitor customer surveys to continue to listen and respond to customer feedback

““ **Lovely repairs guy. Friendly, honest & understanding and took the time to solve the issue at hand and went above and beyond to ensure I was happy so thank you!** ””

““ **Pleased with pyramid plus service they did their best to put my problem right very helpful** ””

““ **Big thanks to my plumber Junior** ””