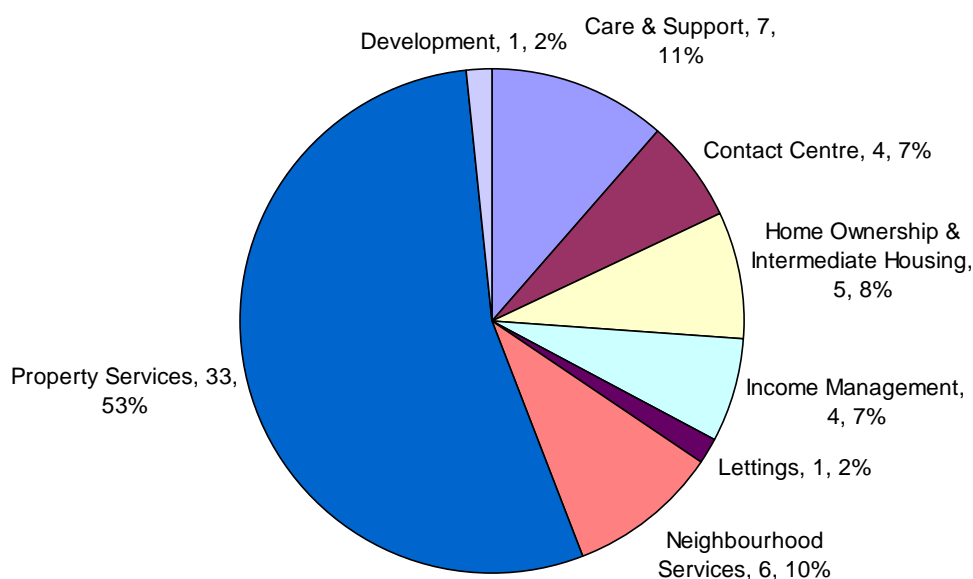


## Handling Complaints at Origin 2011 - 12

### What did customers complain about?

Between April and June 2011, Origin received a total of 61 complaints.

The chart below shows the proportion of complaints received by each Origin service area:



The service area that received the most complaints was Property Services.

The main reasons why customers complained in this period were: works outstanding (8 complaints), delays to work (7 complaints) and lack of action (6 complaints).

### How well did Origin handle the complaints?

At Origin our service offer is to provide a response to Stage One customer complaints within ten working days of the day that we receive them. We aim to do this for at least 90% of the complaints we receive. For this period, we did this for 100% of complaints.

Every month we ask a sample of customers how well we handled their complaint. Our latest feedback, collected in the months of April, May and June told us that 47.6% were satisfied with the way



their complaint was handled and 40.9% were satisfied with the outcome of their complaint.

**What happened with the complaints we received?**

Of the complaints received, 54% were either “upheld” or “partially upheld”. This means that Origin found that the customer had good reason to complain and took action to remedy some or all of the issues that they raised in their complaint.

If you would like any further information about complaint handling at Origin, please contact our Customer Services Officer, Charlotte Dance, on 020 7209 9288 or [Charlotte.Dance@originhousing.org.uk](mailto:Charlotte.Dance@originhousing.org.uk) .