

[Branch NAME] - CUSTOMER CARE COMPLAINTS REPORT- October 2013



KPI Targets

Response / Gas Complaints to be <0.5% against jobs completed (does not include level 1)
 Decent / Projects Complaints to be <8% against jobs completed (does not include level 1)

Month	% against Jobs	Reason for above target for 3 consecutive months	Actions to improve	Target Date for improvement
Aug-13	0.10%			
Sep-13	0.00%			
Oct-13	0.00%			

LIST ALL THE ISSUES / COMPLAINTS RECEIVED DURING THE REPORTING MONTH

Response Issues (Level 1) resolved within 24 hours

Decent Issues (Level 1) resolved within 48 hours

Complaints (Level 2 & 3) to be open no longer than 15 calendar days

Contract	L1	L2	L3	Total	Common Trend	Action Taken to prevent trend from re-occurring	No. of Jobs Comp. in Mth	% of Compl. (L2&L3 only) vs Jobs Compl.	Comp £	Justified	Part Justified	Unjustified	Compliments
Response	0	0	0	0			1103	0.00%	£0.00	0	0	0	3

Out of the **0** complaints reported this month, how many are CLOSED within:

within 2 Days		Please Enter the complaint reference number for complaints closed over 15 days in the box below.
within 5 Days		
within 10 Days		
within 15 Days		

[Branch NAME] - CUSTOMER CARE COMPLAINTS REPORT- November 2013



KPI Targets

Response / Gas Complaints to be <0.6% against jobs completed (does not include level 1)
Decent / Projects Complaints to be <8% against jobs completed (does not include level 1)

Month	% against Jobs	Reason for above target for 3 consecutive months	Actions to improve	Target Date for improvement
Sep-13	0.00%			
Oct-13	0.00%			
Nov-13	#DIV/0!			

LIST ALL THE ISSUES / COMPLAINTS RECEIVED DURING THE REPORTING MONTH

Response Issues (Level 1) resolved within 24 hours

Decent Issues (Level 1) resolved within 48 hours

Complaints (Level 2 & 3) to be open no longer than 15 calendar days

Contract	L1	L2	L3	Total	Common Trend	Action Taken to prevent trend from re-occurring	No. of Jobs Comp. in Mth	% of Compl. (L2&L3 only) vs Jobs Compl.	Comp. E	Justified	Part Justified	Unjustified	Compliments
Response	0	0	0	0				#DIV/0!					1

Out of the 0 complaints reported this month, how many are CLOSED within:

within 2 Days		Please Enter the complaint reference number for complaints closed over 15 days in the box below.
within 5 Days		
within 10 Days		
within 15 Days		

[Branch NAME] - CUSTOMER CARE COMPLAINTS REPORT- December 2013



KPI Targets					
Response / Gas Complaints to be <0.6% against jobs completed (does not include level 1)					
Decent / Projects Complaints to be <8% against jobs completed (does not include level 1)					
Month	% against Jobs	Reason for above target for 3 consecutive months	Actions to improve		Target Date for improvement
Oct-13	0.00%				
Nov-13	0.09%				
Dec-13	0.00%				

LIST ALL THE ISSUES / COMPLAINTS RECEIVED DURING THE REPORTING MONTH
<i>Response Issues (Level 1) resolved within 24 hours</i>
<i>Decent Issues (Level 1) resolved within 48 hours</i>
<i>Complaints (Level 2 & 3) to be open no longer than 15 calendar days</i>

Contract	L1	L2	L3	Total	Common Trend	Action Taken to prevent trend from re-occurring	No. of Jobs Comp. in Mth	% of Compl. (L2&L3 only) vs Jobs Compl.	Comp £	Justified	Part Justified	Unjustified	Compliments
Response	0	0	0	0			830	0.00%					1

Out of the 0 complaints reported this month, how many are CLOSED within:

within 2 Days		Please Enter the complaint reference number for complaints closed over 15 days in the box below.
within 5 Days		
within 10 Days		
within 15 Days		

Compliments / Positive Feedback

Number of Compliments:	11
Number of Positive Comments:	17

	Date Received [DD/MM/YY]	Month (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec)	Tenant's Name	Address	Compliments / Positive Comments	Operative's Name	Source	Select category for feedback Compliment (C), Positive Comment (P)
1								
2								
3	3.6.2013	Jun			wished to thanks Mears for their assistance and commented on the high standard of work carried out by Kat Turner	Kat Turner	E-mail	P
4	21.6.2013	Jun			Tenant would like it known he is extremely happy with Frazer, good worker and very hard working	Frazer Morrison	Rung In	P
5	24.6.2013	Jun			Tenant said the operative was very professional and polite	Roy Garrud	Rung In	P
6	2.7.2013	Jul			Tenant called to say what a great job Graham White did, Graham had a lovely manner about him and went about the job in a very professional and polite manner. [REDACTED] would be more than happy to have Graham back any time.	Graham White	Rung In	P
7	8.7.2013	Jul			Tenant said gate and fence are brilliant Ben was very pleasant and helpful	Ben Wells	Rung In	P
8	16.7.2013	Jul			Tenant called to say a big thank you to the operative who repaired his door. [REDACTED] said a marvellous job had been done and the workman was very smart and polite.	Bill Matthews	Rung In	P
9	30.7.2013	Jul			Mrs Hales telephoned to thank the operatives for repairing the man hole cover	Geoff Wayman/Kat Turner	Rung In	P
10	1.8.2013	Aug			Katharine was a pleasure to meet.....not only was she extremely professional and talented in her work but was very friendly too. Katharine went above and beyond the expected level of work and we are very grateful for the end result in making our home a much nicer place to be	Kat Turner	E-mail	C
11	1.8.2013	Aug			We feel that the service Katharine gave was of an outstanding level and hope that Mears will pass on our sincere thanks for everything she has done for us this week.....you have a great employee and you need to look after this one!	Kat Turner	E-mail	P
12	8.8.2013	Aug			Thank you he did a good job.	Pat Hornby	E-mail	P
13	13.8.2013	Aug			Tenant was very impressed and though Kat was lovely, Tenant also mentioned a problem with her internal door which Kat reported for her and we are attending this week. The tenant is VERY impressed with Mears.	Kat Turner	Rung In	P
14	14.8.2013	Aug			Tenant called to say thank you for a job well done by both chaps that attended	Tony Watling/Ryan Marsh	Rung In	P
15	15.8.2013	Aug			The tenant expressed how pleased she was with the work carried out and wanted to take the trouble to compliment the operatives on their standard of work	Trevor Bell	Rung In	P
16	3.10.2013	Oct			Tenant called to say he was very pleased with the service he had received to clear the blockage in his property.	Cambridge Construction	Rung In	P
17	22.10.2013	Oct			Tenant called in to compliment Kat, she said she was very professional, got on with her work. She also wished to thank her for her hard work and that the works completed were outstanding.	Kat Turner	Rung In	P
18	30.10.2013	Oct			I wanted to call and thank you. It was a pleasure to have a man here who knew his job so well	Pat Hornby	Rung In	P

19	8.11.2013	Nov	[REDACTED]	[REDACTED]	Tenant called to say how impressed they were with the speed of response, quality of the works and punctuality of Mears. They have phones in twice and each time been given a superb service.	Various	Rung In	P
20	11.11.2013	Nov	[REDACTED]	[REDACTED]	guys were really nice did a great job thank you	Pat Hornby	Survey	C
21	11.11.2013	Nov	[REDACTED]	[REDACTED]	Kat can come here anytime. She is such a lovely person to talk to and has done a wonderful job.	Kat Turner	Survey	C
22	11.11.2013	Nov	[REDACTED]	[REDACTED]	Tony was absolutely brilliant, so helpful and did his job very well. I couldn't have asked for more	Tony Watling/Ryan Marsh	Survey	C
23	11.11.2013	Nov	[REDACTED]	[REDACTED]	the man was very helpful, excellent service as always thank you	Pat Hornby	Survey	C
24	15.11.2013	Nov	[REDACTED]	[REDACTED]	more than happy a charming fellow who got on with his work as always	Pat Hornby	Survey	C
25	20.11.2013	Nov	[REDACTED]	[REDACTED]	Man was excellent, very polite and helpful and explained things to me.	Roy Garrud	Survey	C
26	20.11.2013	Nov	[REDACTED]	[REDACTED]	fantastic job I wasn't expecting new taps. 100% as always since Mears have been coming here.	Pat Hornby	Survey	C
27	20.11.2013	Nov	[REDACTED]	[REDACTED]	op inspected and recommended new cistern. This arrived very quickly and man came bang on time. Can't say better than that.	Pat Hornby	Survey	C
28	27.11.2013	Nov	[REDACTED]	[REDACTED]	0488277 - all done. Lovely man it was lovely to have a chat with him.	Bill Matthews	Survey	C
29	28.11.2013	Nov	[REDACTED]	[REDACTED]	0488858 - everytime Mears come they are always on time and very efficient.	Roy Garrud	Survey	C
30	13.12.2013	Dec	[REDACTED]	[REDACTED]	The tenant from the above address a [REDACTED] just called and would like to thank the guys that came round and unblocked her drains she was full off praise and very happy with the work so if you could forward this on to Cambridge construction that would be great.	Cambridge Construction	Rung In	P
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