

# You Said, We Did

We want to show you how making a complaint can help improve our service.

## YOU SAID:

Mr X contacted us in May regarding anti-social behaviour of his neighbour. The complaint was acknowledged by the Housing Officer. We followed all our procedures and took appropriate action. However, the Housing Officer failed to keep Mr X up to date with the actions we took in relation to the complaint. Naturally Mr X complained again stating we had taken no action. After discussion with the Mr X and assurances we had taken action Mr X was satisfied we acted appropriately.

## WE DID:

We have amended our procedures and documentation to ensure complainants are kept up to date with our actions.



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