

SLM Compliments & Complaints Analysis

HEADLINE DATA FOR Q1 (APRIL – JUNE 2016)

CENTRAL: (Total throughput 103,444)

- 49 complaints (0.04% of total throughput)
- 21 compliments (0.02% of total throughput)
- 98% complaints responded to within 10 days

WOODSIDE: (Total throughput 220,260)

- 140 complaints (0.06% of total throughput)
- 57 compliments (0.02% of total throughput)
- 77% complaints responded to within 10 days

QUEST Directional Review Report 2015 – Assessment Strengths

CENTRAL:

- Verbal logs have been introduced to both the Reception and Gym with colleagues targeted to collect 2 per shift. These are added to the monthly summary. Gym feedback is also analysed quarterly.
- A view point system has been introduced at the centre.
- Customer relations features on colleague meeting agendas.
- The telephone system has been upgraded with daily reports now being received.
- The mystery caller criteria have been improved.

WOODSIDE:

- Customer Forums take place.
- A Customer Charter is displayed within the centre outlining Everyone Active's commitment to the customer.
- A wide variety of methods are available to illicit customer views such as comment cards, surveys, forums, viewpoint pod.
- A customer newsletter is produced and distributed.
- Customer comments are analysed for trends.