How Can You Improve Customer Complaints Handling in Your Housing Association?

A Guide for Housing Associations by CPL Software

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How Easily Do You Handle Customer Complaints in Your Housing Association?

Complaints are inevitable. No organisation, and no human being is perfect, as much as we might want to pretend otherwise! What matters is how we step up and take ownership of the times when we don't get it right. This is what makes the difference between a bad interaction and a great one.

When was the last time you monitored the success of your customer complaints, or customer feedback procedure?

How easy do you make it for customers to make a complaint?

Do you offer a variety of communication channels that are accessible to all?

And how do you repair matters when things do go awry?

Do mistakes happen as a result of the existing processes?

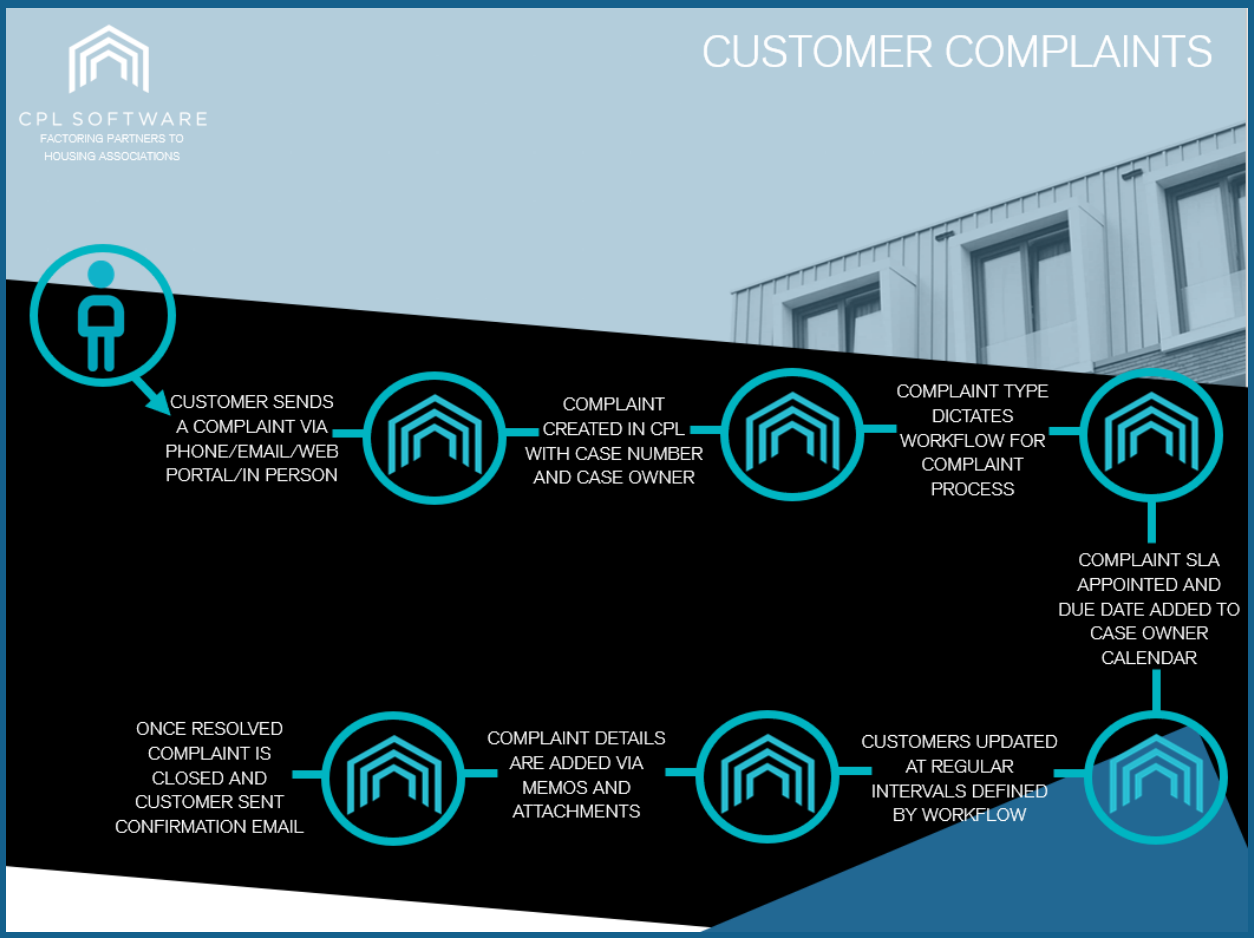
If the way your organisation is handling customer complaints is leading to avoidable mistakes, or situations not being dealt with in line with charters or SLA's, you could do worse than take time out to assess whether a more process driven, automated approach might be worth looking into.

Ask:

- What is causing the mistakes to happen?
- Are there situations where there is more opportunity for mistakes?
- What could we be doing differently?
- How can we elevate the customer experience?

How could you be managing the customer complaints process?

We have a suggestion…



Is it time to introduce a better way to handle customer complaints?

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PARTNERS TO PROPERTY FACTORS & BLOCK MANAGERS

CORE

CORE is the brains of the system, maintaining value; purchase ledger, development, client, job, insurance and financial information

CORE provides everything a property manager needs to succeed

CONNECT

CPL CONNECT is client facing, allowing property managers to interact with clients, arrange meetings and create cases

CONNECT is the platform to 'connect' with your clients

Blockworx is the app and portal that automates your repairs and maintenance.

INSPCT

THE FLEXIBLE REPORTING APP

The INSPCT app brings your reporting online and automates the process, for more efficient and professional reports and information.

For property factoring software solutions for your housing association please contact:
thomas.beswick@cplsoftware.com
M: 07377 297 237 T: 0345 646 0240