

# Redditch Borough Council Quarterly Complaints Statistics



April - June 2009

## What we Learnt and Service Improvement

Issue	Action Taken/Improvement
Leaking Shower in property	Communication to be improved between contractors & RBC
Uneven Path	Former RBC properties should consider 'external' liabilities at RTB application stage
Various	<p>For a number of complaints we also:</p> <ul style="list-style-type: none"> <li>• Information clarified with &amp; explained to customer</li> <li>• Spoken to staff and extra training given</li> </ul>