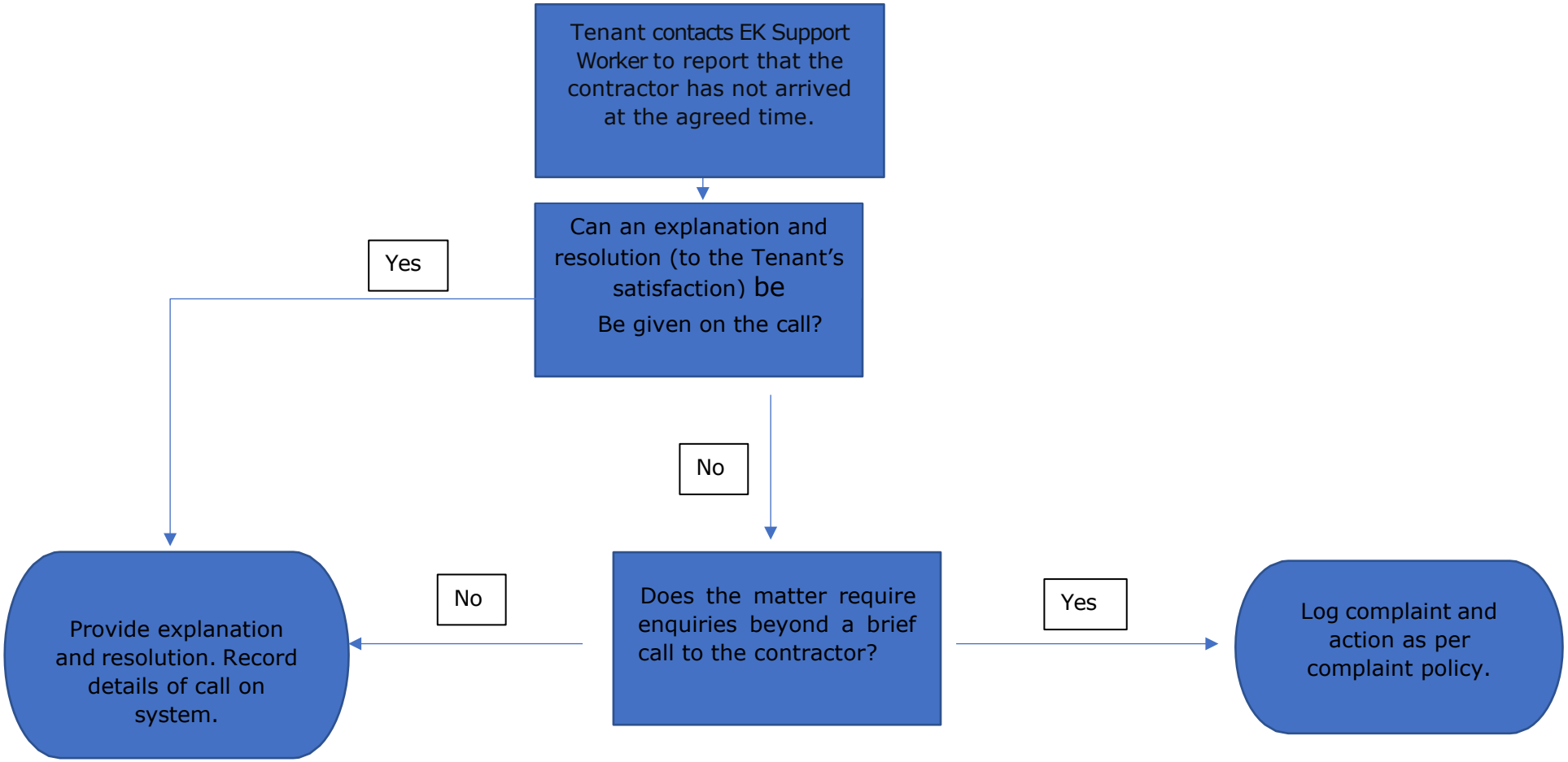
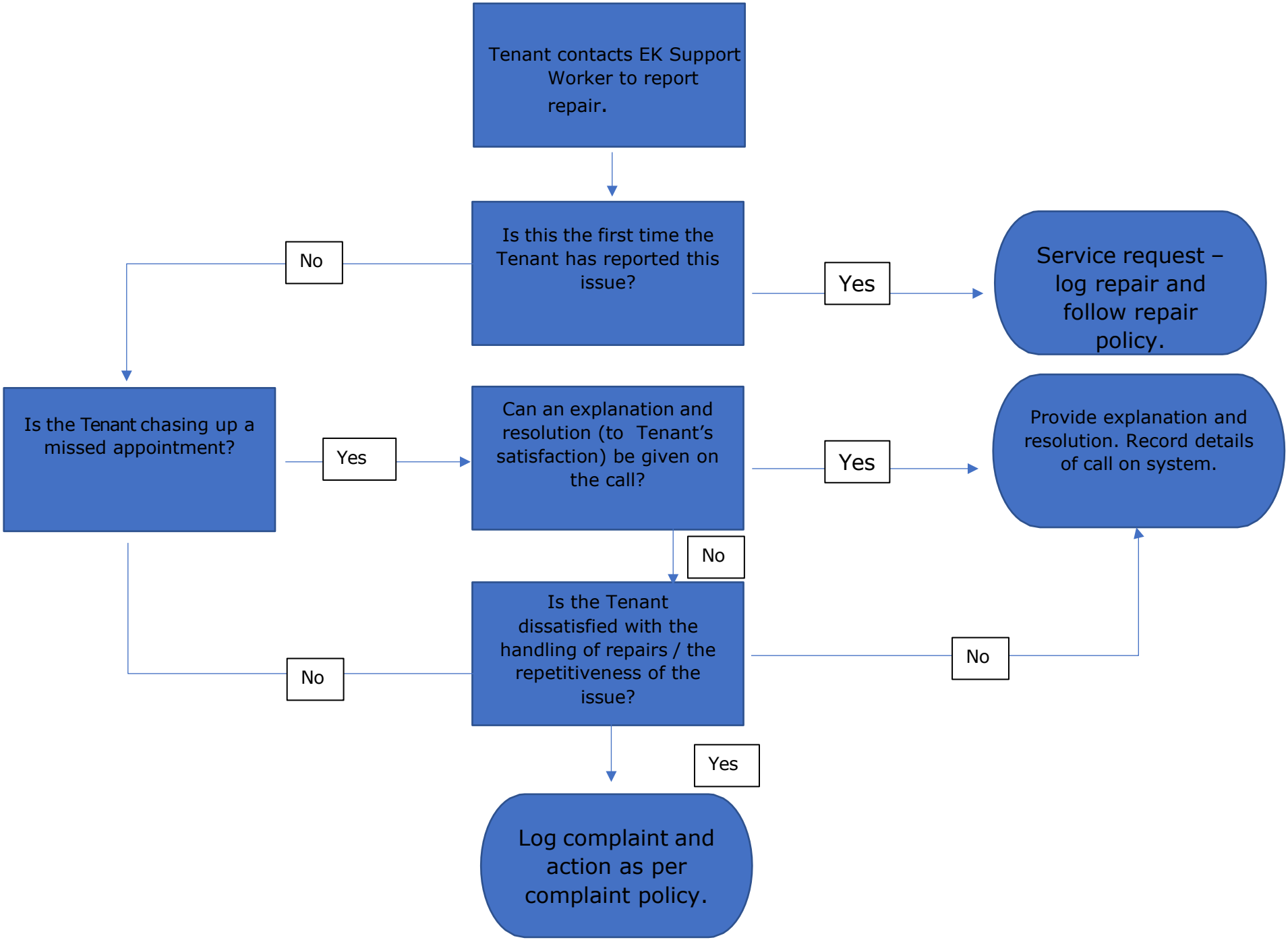
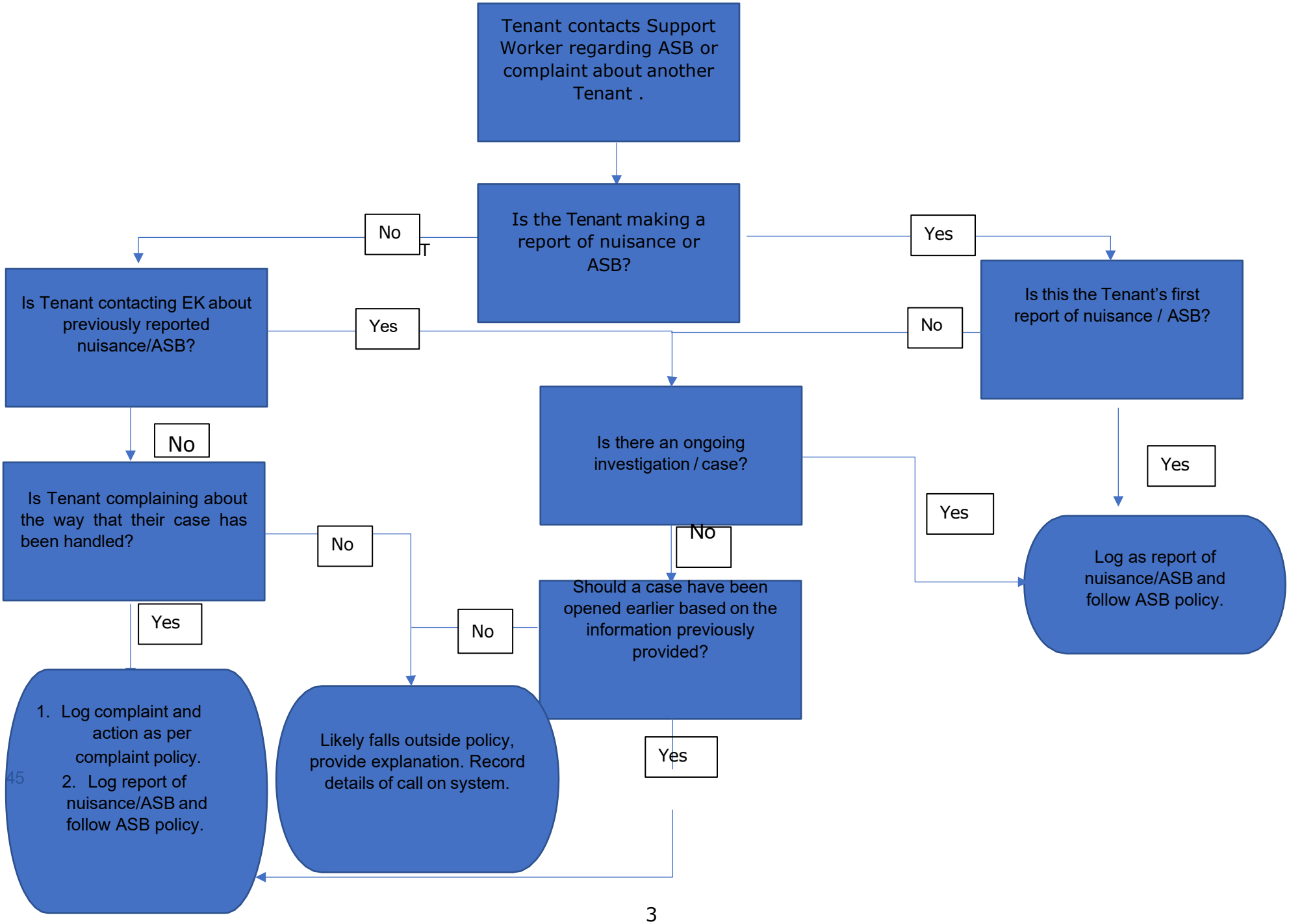
EKs Service Request or Complaint – Explanatory Flowcharts




Tenant contacts EK Support Worker to report repair.
Is this the first time the Tenant has reported this issue?
No
Yes
Service request – log repair and follow repair policy.
Is the Tenant chasing up a missed appointment?
Yes
Can an explanation and resolution (to Tenant's satisfaction) be given on the call?
Yes
Provide explanation and resolution. Record details of call on system.
No
Is the Tenant dissatisfied with the handling of repairs / the repetitiveness of the issue?
No
No
Yes
Log complaint and action as per complaint policy.


Tenant contacts Support Worker regarding ASB or complaint about another Tenant .
Is the Tenant making a report of nuisance or ASB?
No
Yes
Is Tenant contacting EK about previously reported nuisance/ASB?
Yes
No
Is this the Tenant's first report of nuisance / ASB?
No
Is Tenant complaining about the way that their case has been handled?
No
Is there an ongoing investigation / case?
Yes
Yes
Log as report of nuisance/ASB and follow ASB policy.
No
Yes
No
Should a case have been opened earlier based on the information previously provided?
No
1. Log complaint and action as per complaint policy.
2. Log report of nuisance/ASB and follow ASB policy.
Likely falls outside policy, provide explanation. Record details of call on system.
Yes

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