

Blairtummock Housing Association

To: Management Committee – 6th August 2020

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 12: Formal Complaints Report
1st April - 30th June 2020**

Charter Standard: 2 Communication

Regulatory Standard: 2 The RSL is open and accountable for what it does

Assurance Statement: 2.2 The governing body recognises it is accountable to its tenants and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities

Purpose of Report

The Association has received 7 formal complaints in the quarter 1st April – 30th June 2020, 2 of which were taken to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

Complaints Stage 1

Blairtummock Tenants - 6
Owner Occupier - 1

Complaints Stage 2

Blairtummock Tenants - 1
Owner Occupier - 1

	Stage 1	Stage 2
Association Staff	1	1
GCC Cleansing	1	
Neighbour Complaint	1	
Policy & Procedures	2	1
Contractor	1	
Repair Procedure	1	

Timescales

Stage 1

Responded to within 5 working days 6
 Responded to out with timescales 1 – **Discussions were ongoing throughout the 7 day period until the complaint was closed off.**

Stage 2

Acknowledged within 3 working days 2
 Final/more detailed response within 20 working days 1

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	2	3	2
Stage 2	0	2	N/A

Please note: One of the complaints that progressed to Stage 2 the Association was asked for it to be withdrawn, I have supplied all information in regards so that all information has been provided regardless of final outcome.

Background

Committee have agreed that a report regarding complaints which are received will be reported quarterly to the Management Committee.

Recommendation

Committee discuss and advise of any further action.

Risks

There are risks to the Association of further complaints if they do not address complaints

Tenant Impact

Tenants would be unhappy with the Association as their landlord if they felt complaints were not being dealt with

Financial Impact

There could be a financial impact to the Association if a complaint resulted in legal action or issues around a contractor failing to carry out work appropriately.