

Blairtummock Housing Association

To: Management Committee – 8th April 2021

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 8: Formal Complaints Report
1st January – 31st March 2021**

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

For Committee to monitor all complaints which have been received to determine if there is a common theme to these complaints and establish if there can be any lessons learned from the complaints which have been received.

The Association has received 6 formal complaints in the quarter 1st January – 31st March 2021, 0 which progressed to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

Complaints Stage 1

Universal Credit System
Questioning of Tenants
Service Charges
Out of Hours Contractor
Customer Service
Contractor Behaviour

Complaints Stage 2

None

	Stage 1	Stage 2
Universal Credit System	1	0
Questioning of Tenants	1	0
Service Charges	1	0
Out of Hours Contractor	1	0
Customer Service	1	0
Contractor Behaviour	1	0

Timescales

Stage 1

Responded to within 5 working days	6
Responded to out with timescales	0

Stage 2

N/A

Complaints Upheld

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

Background

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

We have also attached all compliments received in this quarter for further information.

39	14.1.2021	a massive thank you for all the help and assistance she has received, said it has helped get her through covid and a very difficult period. Stated we are all absolutely fantastic
40	15.1.2021	Thank you for everything, you are all doing a great job.'
41	23.3.2021	Thank you very much for the Community Chest

Recommendation

Committee discuss, establish any common themes and determine if there are any lessons which can be learned from these complaints.

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.

