

## Blairtummock Housing Association

**To:** Management Committee – 22<sup>nd</sup> April 2020

**From:** Jacqui O'Rourke, Director

**Subject:** **Agenda Item 8: Formal Complaints Report  
1<sup>st</sup> January – 31<sup>st</sup> March 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 13 formal complaints in the quarter 1<sup>st</sup> January – 31<sup>st</sup> March 2020, 1 of which were taken to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

### Complaints Stage 1

Blairtummock Tenants -      12  
Tenants Caseworker -      1

### Complaints Stage 2

Blairtummock Tenants -      1

	<b>Stage 1</b>	<b>Stage 2</b>
Complaint re. Association Contractor	7	
Association Staff	1	
Environmental	1	
Staff Attitude	1	
Policy & Procedures	2	1
Rent Harmonisation	1	

## **Timescales**

### **Stage 1**

Responded to within 5 working days	13
Responded to out with timescales	0

### **Stage 2**

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

## **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.

