

Blairtummock Housing Association

To: Management Committee – 26th August 2021

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 15: Formal Complaints Report
1st April – 30th June 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 4 formal complaints in the quarter 1st April – 30th June 2021, 2 of which progressed to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

Complaints Stage 1

Contractor - [REDACTED]
Association's Policy & Procedure
Timescale for a Repair
Contractor - [REDACTED]

Complaints Stage 2

Contractor – [REDACTED]
Association's Policy & Procedure

	Stage 1	Stage 2
Contractor – BRO	1	1
Association Policy & Procedure	1	1
Timescale for Repair	1	0
Contractor - Scotia	1	0

Timescales

Stage 1

Responded to within 5 working days	4
Responded to out with timescales	0

Stage 2

Responded to within 20 working days	2
Responded to out with timescales	0

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	2	2	2
Stage 2	0	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.

42	19.5.21	Thanks to Sharon for all her your help when bathroom was being flooded, really appreciate you keeping us calm and getting plumber out so quickly.
43	26.5.21	I would like to give you back some positive feedback for your own organisation also. I find your housing officers to be very pleasant and understanding of the various day to day issues that crop up. It's very refreshing to work with a Housing Association that gives you time to resolve local issues and understand some of the barriers that we are all facing.
44	5.7.21	Phoned to thank Sharon and Sight and Sound for their excellent service and prompt repair of his intercom. Tenant is unwell at moment and feels a bit safer now that his door release is working again.

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

Legal/H&S Issues

Could lead to legal action or H&S breaches if Association failed to investigate 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.

Equalities Implications

By following complaints procedure Association can demonstrate that all complaints are being dealt with in the same way.