

Blairtummock Housing Association

To: Management Committee – 14th January 2021

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 7: Formal Complaints Report
1st October – 31st December 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 8 formal complaints in the quarter 1st October – 31st December 2020, 1 which has progressed to Stage 2 of the complaints process, Stage 2 complaint received on 22nd December and still ongoing so cannot report on outcome.

The complaints can be broken down as follows:-

Complaints Stage 1

Association Policy & Procedures
Staff Member
Contractor - BRO
Contractor – Insite
Contractor – City Tech

Complaints Stage 2

Association Policy & Procedures

	Stage 1	Stage 2
Association Staff	1	0
Contractor - BRO	2	0
Association Policy & Procedure	2	1
Contractor – City Tech	2	0
Contractor - Insite	1	0

Timescales

Stage 1

Responded to within 5 working days	8
Responded to out with timescales	0

Stage 2

Ongoing can't report.

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	3	5	1
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.

32	2.10.2020	The response from BHA through covid had been absolutely fantastic. I've never had a problem with rent before , and I really appreciate all BHA have done to help me. Any time I call for anything I have always but been given a great service and the staff are always pleasant and helpful
33	7.10.2020	maintenance & funds - thanks very much for all our help
34	8.10.2020	Cant thank staff enough. Staff have been so helpful during COVID, I don't believe they could have done anymore.

35	4.11.2020	would like to say thanks to us for all the help he's been given financially its been really appreciated and made all the difference, and what a great idea for Committee to have diverted the money from the Gala Day to helping out our tenants
36	27.11.2020	Thanked Gillian for being very patient with her when assisting with rent arrears payment plan. Account now cleared and tenant felt supported in the process.
37	17.12.2020	Thanking Della for sorting issue around garden competition for her father.
38	21.12.2020	Wants to thank us for all the help we've been with calling him and rainbow fund this year, Wishes us a merry xmas, hope we have a nice time

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.