

Blairtummock Housing Association

To: Management Committee – 25th August 2022

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 14: Formal Complaints Report
1st April – 30th June 2022**

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 received 3 formal complaints in the quarter 1st April – 30th June 2022, 1 progressed to Stage 2 of the complaints process.

The complaints were as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – [REDACTED]	1	0
Association Policies & Procedures	1	0
Miscommunication on works order	1	1

Timescales

Stage 1

Responded to within 5 working days	3
Responded to out with timescales	0

Stage 2

Responded to within 20 working days	1
Responded to out with timescales	0

Complaints Upheld

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

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.

- 51 5.4.22 Called to say Association provides an excellent service after she had to contact office yesterday to report no heating - engineer attended and tenant highly delighted with both contractor and person taking repair (Sharon).
- 52 12.4.22 good morning
I feel as have to write to thank the staff at Blairtummock HA for the excellent service I received.
I reported an issue with the toilet cistern at 1630 on Monday 11/04/22 using the online service. the plumber arrived at 0900 on the 12/04/22 and fixed the cistern within 30 minutes.
A most excellent service.
thank you once again as although not an emergency, a very needed fix due to health issues.
- 53 6.5.22 Phoned to have it noted how helpful and understanding Gary McEwan has been of their circumstances. What a lovely person and a pleasure to deal with.
- Emailed Della,
- 54 23.05.22 Our treadmill was delivered today 😊...
Once again thank you for all your help sorting this out . Very much appreciated.
Your an absolute star .

- 55 26.05.22 Called to thank JG for getting old fridge removed from property so quick.
- 56 30.05.22 Phoned to advise Della that her Fridge ordered through community chest has arrived and thanks for her help.
- 57 6.6.22 I WOULD LIKE TO THANKS YOU AND THE MAINTENANCE TEAM FOR HELPING ME WITH UPLIFTING MY SUITE AS COULD NOT GET IT OUT OF HOUSE AND WAS QUITE STRESSED THE MAINTENANCE TEAM WERE VERY HELPFUL AND PLEASANT MANY THANKS AGAIN
- 58 8.6.22 Reported rotten fence and smashed window . Phoned to thank Sharon for all her help and to thank James for coming out to see her fence so quickly. Contractor came the same day to fix her window. Wanted to thank us all for the wonderful , prompt service that BHA/Contractors (JM Glazing) provide to our tenants.
- 59 13.6.22 Would like to send thanks for my repair about getting doors fixed 2joiners were very helpful and cheerful very happy with the work would give the guys ten out of ten

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.