

Blairtummock Housing Association

To: Management Committee – 7th April 2022

From: John King, Housing Services Manager

Subject: **Agenda Item : Formal Complaints Report
1st January – 31st March 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 7 formal complaints in the quarter 1st January – 31st March 2022, 0 progressed to Stage 2 of the complaints process.

The complaints were as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – [REDACTED]	3	0
Contractor – [REDACTED]	2	0
Association Timescales	1	0
Quality of Workmanship	1	0

Timescales

Stage 1

Responded to within 5 working days	7
Responded to out with timescales	0

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	6	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.

47	27.1.2022	Sent a card to say thank you to Gillian and Stuart (WBA) for helping her get benefit backdated. "I want to thank everyone for your help you gave me. You are all wonderful, you put a smile on my face."		
48	31.1.2022	Email to Gillian - Can I just say to you thankyou so much for sorting out this end of tenancy bill. I really appreciate your time and listening to me on the phone . It has been hanging over me for 2 years and you sorted it in 2 days .		
49	25.2.22	Called to say thanks to John G and Denise for help with getting access to fathers property while he is in hospital - excellent service given and quick/great contractor.		
50	2.3.22	Issuing a fuel voucher - tenant advised "You have done so much to help over the past 2 years - thank you."		

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.

