

## Blairtummock Housing Association

**To:** Management Committee – 12<sup>th</sup> October 2022

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

**Subject:** **Agenda Item 16: Formal Complaints Report  
1<sup>st</sup> July – 30<sup>th</sup> September 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 1<sup>st</sup> July – 30<sup>th</sup> September 2022, 0 progressed to Stage 2 of the complaints process.

The complaints were as follows:

### Complaints Stage 1

	<b>Stage 1</b>	<b>Stage 2</b>
Contractor – [REDACTED]	2	0
Association Policies & Procedures	2	0
Cancelled Application Form	1	0
Staff Member	2	0

## Timescales

### Stage 1

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

### Stage 2

Responded to within 20 working days	N/A
Responded to out with timescales	N/A

## Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	4	3	0
Stage 2	N/A	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.

14.7.22	Thank you for energy voucher, great help with everything increasing so much
21.07.22	Thanks to all involved with getting fuel voucher
25.7.22	Thanks to Sharon for arranging plumber to promptly for leak in his bathroom . Scotia (Gordon) attended. Very pleasant , knowledgeable guy. Fantastic service from start to finish.
5.8.22	Hi Amanda You have been very helpful. It is very much appreciated. Cheers
29.9.22	Phoned to thank everyone involved in the Community Chest Project for getting an i-pad for her Dad. It means a lot and they are very grateful.

## **Recommendation**

Committee discuss, establish any common themes and determine if there are any lessons which can be learned from these complaints.

<b>Risks</b>	There are risks to the Association of further complaints if they do not address complaints
<b>Legal/H&amp;S Issues</b>	Could lead to legal action or H&S breaches if Association failed to investigate complaints.
<b>Tenant Impact</b>	Tenants would be unhappy with the Association as their landlord if they felt complaints were not being dealt with
<b>Financial Impact</b>	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.
<b>Equalities Implications</b>	By following complaints procedure Association can demonstrate that all complaints are being dealt with in the same way.