

Blairtummock Housing Association

To: Management Committee – 2nd November 2021

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 8: Formal Complaints Report
1st July – 30th September 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 11 formal complaints in the quarter 1st July – 30th September 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]
Contractor – [REDACTED]
Staff Member x 4
Introduction of Bulk Uplift x 2
Condition of Garden
Staff/Administration Error

Complaints Stage 2

Introduction of Bulk Uplift
Condition of Garden

	Stage 1	Stage 2
Contractor - [REDACTED]	2	0
Contractor – [REDACTED]	1	0
Staff Member	4	0
Introduction of Bulk Uplift	2	1
Condition of Garden	1	1
Staff/Administration Error	1	0

Timescales

Stage 1

Responded to within 5 working days	11
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	4	5	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.

Wanted to thank Gina and Amanda for all the help they have given, and the contractors for helping her to sort things , maintenance and financial issues, without any problems. She complimented amanda on her good telephone manner and gina also, and for being caring and taking time.

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.