

Blairtummock Housing Association

To: Management Committee – 9th October 2024

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 8: Formal Complaints Report
1st July – 30th September 2024**

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 8 formal complaints in quarter 2: 1st July – 30th September 2024, 1 progressed to Stage 2.

The 2024/25 complaints breakdown as follows:

Qtr 1 - 1st April 2024 – 30th June 2024

	Stage 1	No Upheld	Stage 2	No. Upheld	Actions taken for upheld complaints
Contractor – █████	2	0	0	-	
Contractor – █████ █████	0	-	1	0	
Contractor – █████	1	1	0	-	Met with Contractor to discuss standards and expectations
Contractor - █████	1	1	0	-	Repair re-done
Repairs Issue	1	0	0	-	
Association Procedures	2	0	1	0	
Association Staff	1	0	0	-	
Close Cleaning	1	0	0	-	
Weeds	1	0	0	-	

Qtr 2 – 1st July 2024 – 30th September 2024

	Stage 1	No Upheld	Stage 2	No. Upheld	Actions taken for upheld complaints
Believes Property Defective	1	0	1	0	
Contractor - █████	1	1	0	-	Contractor instructed to cut omitted area of grass
Various Contractors noise in void property	2	2	0	-	Contact made with contractors who were working in property and advised of complaints received and to be considerate of surrounding tenanted properties
Various Contractors in void property	1	0	0	-	
* Staff Members attitude and way complaint handled	1	0	0	-	
* Loss of Housing Application & Staff Members	1	0	0	-	
* Staff Member	1	0	0	-	

*** Theses complaints have recently been responded to, may escalate to Stage 2 in future if complainants not satisfied, will advise at next meeting if this happens.**

Timescales – Quarter 1: 1st April – 30th June 2024

Stage 1

Responded to within 5 working days	7
Responded to out with timescales	2

Two out with timescales as follows:

- *Awaiting works to be completed before signing off*
- *Delay from tenant saying can close complaint off*

Stage 2

Responded to within 20 working days	2
Responded to out with timescales	0

Timescales – Quarter 2: 1st July – 30th September 2024

Stage 1

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

Stage 2

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

94	28.5.24	EVERYONE IN BHA IS ALWAYS VERY NICE WHEN THEY TALK TO HIM EVEN IF ITS THINGS HE DOESN'T WANT TO HEAR OR THAT. ITS ALWAYS EXPLAINED WHY AND ITS ALWAYS FAIR
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Recommendation

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

Committee please advise if this new report layout meets the needs discussed at meeting on 14th August 2024.

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.