

Blairtummock Housing Association

To: Management Committee – 11th January 2024

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 6: Formal Complaints Report
1st October – 31st December 2023**

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 1 formal complaint in the quarter 1st October – 31st December 2023, 0 progressed to Stage 2.

The complaint was as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – Out of Hours Contractor	1	0

Timescales

Stage 1

Responded to within 5 working days 1

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	1	0	0
Stage 2	N/A	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.

81	27.10.23	CALLED TO THANK ALL STAFF INVOLVED IN GETTING HIM IS NEW FRIDGE FREEZER THROUGH COMM CHEST , OVER THE MOON WITH IT
82	20.11.23	CALLED INTO OFFICE TO THANK DELLA FOR HER COMMUNITY CHEST ORDER.
83	21.11.23	CALLED INTO OFFICE TO PAY TOP UP TO COMMUNITY CHEST PURCHASE AND SAID THANKS TO STAFF FOR ALL HELP SHE HAS RECEIVED THROUGH VARIOUS THINGS. ASSOCIATION GIVES A LOT TO TENANTS
84	5.12.23	THANK YOU TO ALL AT BHA FOR ALL ASSISTANCE WITH RAINBOW FUND AND ICELAND VOUCHERS - THIS MADE A MASSIVE DIFFERENCE TO HIM AND HIS KIDS AS THEY CAN NOW COME TO STAY AS FOOD IN CUPBOARDS
85	12.12.23	THANK YOU TO ALL FOR ICELAND VOUCHER, THIS HAS HELPED TO BUY HER CHRISTMAS DINNER, VERY MUCH APPRECIATED.
86	20.12.23	EMAILED INTO OFFICE TO THANK DELLA FOR ORDERING LAPTOPS FOR KIDS THROUGH COMMUNITY CHEST ☺
87	21.12.23	THANKED ASSOCIATION FOR ALL THE HELP SHE HAS RECEIVED THROUGH COMMUNITY CHEST AND WITH OTHER ISSUES

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.