

Blairtummock Housing Association

To: Management Committee – 12th October 2023

From: Jacqui O'Rourke, Director

Subject: **Agenda Item : Formal Complaints Report
1st July – 30th September 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 8 formal complaints in the quarter 1st July – 30th September 2023, 1 progressed to Stage 2.

The complaints were as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – ██████████	1	0
Disagreed with decisions made	1	0
Standard of Close Cleaning	2	0
Repairs & Anti Social	1	1
Repairs Service	1	0
Grass Cutting Service	1	0
Staff	1	0

Timescales

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

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	1	6	1
Stage 2	0	1	-

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.

78	26.9.23	CALLED TO THANK DENISE FOR GETTING HEATING ENGINEER TO REPAIR HER HEATING
79	27.9.23	PHONED TO THANK BHA FOR ALL THE HELP HE HAS RECEIVED , MUCH APPRECIATED AND A HUGE THANKS FOR HIS NEW CARPETS - THEY ARE FABULOUS.
80	29.9.23	CALLED TO THANK DELLA FOR ORDERING ITEMS THROUGH COMMUNITY CHEST - HIGHLY DELIGHTED.

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.