

## Blairtummock Housing Association

**To:** Management Committee – 8<sup>th</sup> August 2019  
**From:** Jacqui O'Rourke, Director  
**Subject:** **Agenda Item 16: Formal Complaints Report  
1<sup>st</sup> April – 30<sup>th</sup> June 2019**

The Association has received 12 formal complaints in the quarter 1<sup>st</sup> April – 30<sup>th</sup> June, three of which were taken to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

### Complaints Stage 1

Blairtummock Tenants - 12

### Complaints Stage 2

Blairtummock Tenants - 3

	<b>Stage 1</b>	<b>Stage 2</b>
GCC Cleansing	1	
Complaint re. Association Contractor	2	
Association's Policies & Procedures	4	3
Association Staff	1	
Clerical error in relation to tenancy	1	
Garden Area	2	
Pigeons	1	

### Timescales

#### Stage 1

Responded to within 5 working days	12
Responded to out with timescales	0

#### Stage 2

Acknowledged within 3 working days	3
Final/more detailed response within 20 working days	3