

## Blairtummock Housing Association

**To:** Management Committee – 4<sup>th</sup> April 2019  
**From:** Jacqui O'Rourke, Director  
**Subject:** **Agenda Item 6: Formal Complaints Report**  
**1<sup>st</sup> January – 31<sup>st</sup> March 2019**

The Association has received 12 formal complaints in the quarter 1<sup>st</sup> January – 31<sup>st</sup> March 2019, one of which was taken to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

### Complaints Stage 1

Blairtummock Tenants - 10  
Owner Occupier - 1  
Waiting List Applicant - 1

### Complaints Stage 2

Waiting List Applicant - 1

	<b>Stage 1</b>	<b>Stage 2</b>
Complaint re. Association Contractor	3	0
Association's Policies & Procedures	5	0
Association Staff	3	0
Loss of Documentation	1	1

### Timescales

#### Stage 1

Responded to within 5 working days 11  
Responded to out with timescales 1

Reason for complaint out with timescales; awaiting response from complainant. Staff member contacted tenant within 1 working day.

## Stage 2

Acknowledged within 3 working days	1
Final/more detailed response within 20 working days	1

