

Blairtummock Housing Association

To: Management Committee – 3rd October 2019
From: Jacqui O'Rourke, Director
Subject: **Agenda Item 7: Formal Complaints Report
1st July – 30th September 2019**

The Association has received 11 formal complaints in the quarter 1st July – 30th September, none of which were taken to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

Complaints Stage 1

Blairtummock Tenants - 11

Complaints Stage 2 N/A

	Stage 1	Stage 2
Complaint re. Association Contractor	9	
Association's Policies & Procedures	1	
Clerical error in relation to rent account	1	

Timescales

Stage 1

Responded to within 5 working days	11
Responded to out with timescales	0

Stage 2

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