

## Blairtummock Housing Association

**To:** Management Committee – 8<sup>th</sup> April 2021

**From:** Jacqui O'Rourke, Director

**Subject:** **Agenda Item 8: Formal Complaints Report  
1<sup>st</sup> January – 31<sup>st</sup> March 2021**

**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 has received 6 formal complaints in the quarter 1<sup>st</sup> January – 31<sup>st</sup> March 2021, 0 which progressed to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

### Complaints Stage 1

Universal Credit System  
Questioning of Tenants  
Service Charges  
Out of Hours Contractor  
Customer Service  
Contractor Behaviour

### Complaints Stage 2

None

	<b>Stage 1</b>	<b>Stage 2</b>
Universal Credit System	1	0
Questioning of Tenants	1	0
Service Charges	1	0
Out of Hours Contractor	1	0
Customer Service	1	0
Contractor Behaviour	1	0

## **Timescales**

### **Stage 1**

Responded to within 5 working days	6
Responded to out with timescales	0

### **Stage 2**

N/A

## **Complaints Upheld**

	<b>Upheld</b>	<b>Not Upheld</b>	<b>Progressed to next stage</b>
<b>Stage 1</b>	3	3	0
<b>Stage 2</b>	-	-	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.

39	14.1.2021	a massive thank you for all the help and assistance she has received, said it has helped get her through covid and a very difficult period. Stated we are all absolutely fantastic
40	15.1.2021	Thank you for everything, you are all doing a great job.'
41	23.3.2021	Thank you very much for the Community Chest

## **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

### **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.

