

Blairtummock Housing Association

To: Management Committee – 14th October 2020

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 8: Formal Complaints Report
1st July - 30th September 2020**

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

The Association has received 11 formal complaints in the quarter 1st July – 30th September 2020, 0 of which were taken to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

Complaints Stage 1

Blairtummock Tenants -	8
Owner Occupier -	2
Waiting List Applicant -	1

Complaints Stage 2

No Stage 2 Complaints

	Stage 1	Stage 2
Association Staff	1	0
Contractor - BRO	6	0
Neighbours Actions	1	0
Contractor - Adept	1	0
Handling of Repair	1	0
Housing Application dealt with	1	0

Timescales

Stage 1

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

Stage 2

None

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	6	5	0
Stage 2	0	0	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 to the report for further information.

25	20.8.2020	Said that Amanda was really helpful and took away a lot of the stress from the situation he found himself in with finances due to Covid. Was very thankful for her assistance.
26	9.9.2020	said we're all wee stars and have helped her out so much when she really needed it
27	10.9.2020	thanks us for our efforts dealing with the asb, and taking the time to call back to check if things were still ok.
28	10.9.2020	In relation to Rainbow Fund - 'Thank you so much for this, it will really make a difference.'
29	11.9.2020	I can't thank you enough for everything you have done for me' - Rainbow Fund/Energy Fund
30	11.9.2020	Thanks, this will take a lot of pressure off - You're amazing' - Rainbow Fund/Energy Fund
31	22.7.2020	Personally for me when I felt ashamed and scared to call the housing as my circumstances has changed soo much since lock down and being furloughed from my job she gave me the courage to call the office and I have received such a great response and understanding of the difficulty im facing . Cant thank blairtumock housing enough to be honest. All had the best service and staff have always been very helpful and approachable.

Recommendation

Committee discuss and advise of any further action.

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.