

## Blairtummock Housing Association

**To:** Management Committee – 26<sup>th</sup> August 2021

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

**Subject:** **Agenda Item 15: Formal Complaints Report  
1<sup>st</sup> April – 30<sup>th</sup> June 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 4 formal complaints in the quarter 1<sup>st</sup> April – 30<sup>th</sup> June 2021, 2 of which progressed to Stage 2 of the complaints process.

The complaints can be broken down as follows:-

### Complaints Stage 1

Contractor - [REDACTED]  
Association's Policy & Procedure  
Timescale for a Repair  
Contractor - [REDACTED]

### Complaints Stage 2

Contractor – [REDACTED]  
Association's Policy & Procedure

|                                | <b>Stage<br/>1</b> | <b>Stage<br/>2</b> |
|--------------------------------|--------------------|--------------------|
| Contractor – BRO               | 1                  | 1                  |
| Association Policy & Procedure | 1                  | 1                  |
| Timescale for Repair           | 1                  | 0                  |
| Contractor - Scotia            | 1                  | 0                  |

## **Timescales**

### **Stage 1**

|                                    |   |
|------------------------------------|---|
| Responded to within 5 working days | 4 |
| Responded to out with timescales   | 0 |

### **Stage 2**

|                                     |   |
|-------------------------------------|---|
| Responded to within 20 working days | 2 |
| Responded to out with timescales    | 0 |

## **Complaints Upheld**

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

|    |         |  |
|----|---------|--|
| 42 | 19.5.21 | Thanks to Sharon for all her your help when bathroom was being flooded, really appreciate you keeping us calm and getting plumber out so quickly.  |
| 43 | 26.5.21 | I would like to give you back some positive feedback for your own organisation also. I find your housing officers to be very pleasant and understanding of the various day to day issues that crop up. It's very refreshing to work with a Housing Association that gives you time to resolve local issues and understand some of the barriers that we are all facing. |
| 44 | 5.7.21  | Phoned to thank Sharon and Sight and Sound for their excellent service and prompt repair of his intercom. Tenant is unwell at moment and feels a bit safer now that his door release is working again.   |

## 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

### Legal/H&S Issues

Could lead to legal action or H&S breaches if Association failed to investigate 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.

### Equalities Implications

By following complaints procedure Association can demonstrate that all complaints are being dealt with in the same way.