

Blairtummock Housing Association

To: Management Committee – 16th January 2020

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 9: Formal Complaints Report
1st October – 31st December 2019**

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 8 formal complaints in the quarter 1st October – 31st December 2019, 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 - 8

Complaints Stage 2 N/A

	Stage 1	Stage 2
Complaint re. Association Contractor	7	
Association Staff	1	

Timescales

Stage 1

Responded to within 5 working days	8
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

Background

Committee have agreed that a report regarding complaints which are received will be reported quarterly to the Management Committee.

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.