

Blairtummock Housing Association

To: Management Committee – 5th April 2023

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 7: Formal Complaints Report
1st January – 31st March 2023**

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 received 14 formal complaints in the quarter 1st January – 31st March 2023, 13 at Stage 1, 1 of which progressed to Stage 2 of the complaints process & 1 complaint received was Stage 2 due to nature of complaint (investigation required).

The complaints was as follows:

Complaints Stage 1

| | Stage 1 | Stage 2 |
|-------------------------|--------------------|--------------------|
| Contractor – [REDACTED] | 3 | 0 |
| Contractor – [REDACTED] | 1 | 0 |
| Contractor – [REDACTED] | 2 | 0 |
| Contractor – [REDACTED] | 1 | 0 |
| Staff Member | 2 | 1 |
| Repair | 3 | 1 |
| Administrative Error | 1 | 0 |

Timescales

Stage 1

Responded to within 5 working days 13
Responded to out with timescales 0

Stage 2

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

One Stage 2 complaint was received on 31st March so outcome not determined at time of writing report.

Complaints Upheld

| | Upheld | Not Upheld | Progressed to next stage |
|---------|--------|------------|--------------------------|
| Stage 1 | 10 | 2 | 1 |
| Stage 2 | 0 | 1 | - |

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.

| | | |
|----|---------|--|
| 67 | 6.1.23 | Thanking John G and Denise for assistance with repair |
| 68 | 1.2.23 | I would also take this opportunity to the make clear that the association has always had its residents at heart not only with the recent covid/cost of living crisis but ever since the association started. PS I can't thank you enough for the work that was carried out in converting the bathroom all the contractors where efficient anf kept myself informed of what was going on. |
| 69 | 23.2.23 | Thank you card - To all of yous thank you for the washing machine & repairs |
| 70 | 7.3.23 | Thank you so much for all your help. (Assistance for new tenant struggling financially - money advice appointment provided, food bank voucher and energy payment). |

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. |