

Blairtummock Housing Association

To: Management Committee – 10th April 2024

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 6: Formal Complaints Report
1st January – 31st March 2024**

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 8 formal complaints in the quarter 1st January – 31st March 2024, 6 Stage 1 complaints of which 0 progressed to Stage 2. Two formal complaints received at Stage 2.

The complaints are as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – ██████████	1	1
Contractor - █████	3	0
Contractor - █████	1	0
Contractor – ██████████	0	1
Staff Member	1	0

Timescales

Stage 1

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

Stage 2

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

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	4	2	0
Stage 2	2	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 for further information.

88	17.01.24	NEW TENANT - THANKED ASSOCIATION FOR COMMUNITY CHEST TEXT
89	23.1.24	CALLED TO THANK BHA FOR ALL HELP AND ASSISTANCE ESPECIALLY WITH COMMUNITY CHEST WHICH WILL BE A HUGE HELP, VERY MUCH APPRECIATED.
90	29.1.24	PHONED TO SAY THANK YOU FOR THE FANTASTIC SERVICE THAT WE PROVIDE, GETTING SHE IS GETTING HER NEW BOILER FITTED ON WEDNESDAY, SO QUICK , VERY HAPPY .
91	12.2.24	CAME INTO OFFICE TO SAY A HUGE THANKS TO ALL STAFF FOR EVERYTHING THAT WE ARE DOING TO HELP TENANTS. HE GOT SOME CARPETS FITTED AND IT HAS MADE A BIG DIFFERENCE FOR HIM. VERY GRATEFUL
92	15.2.24	PHONED TO THANK SHARON AND AMANDA FOR THEIR HELP WITH GETTING A NEW CARPET. LOVES HER NEW CARPET AND MUCH APPRECIATED .
93	23.3.24	THANK YOU FOR ALL THE SUPPORT FROM THE ASSOCIATION, VERY MUCH APPRECIATED - RAINBOW FUND; FOODBANK AND COMMUNITY CHEST. ASSISTANCE WITH CLOTHING VIA COMMUNITY CHEST WAS A GREAT HELP RECENTLY WHEN ADMITTED TO HOSPITAL.

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.