

Blairtummock Housing Association

To: Management Committee – 10th August 2023

From: Jacqui O'Rourke, Director

Subject: **Agenda Item : Formal Complaints Report
1st April – 30th June 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 12 formal complaints in the quarter 1st April – 30th June 2023, 3 progressed to Stage 2.

The complaints were as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – [REDACTED]	1	0
Contractor – [REDACTED]	2	0
Contractor – [REDACTED]	2	0
Repairs	4	2
Backcourt Development	1	1
Missed Energy Fund	1	0
Association	1	0

Timescales

Stage 1

Responded to within 5 working days 12
Responded to out with timescales 1

The one out with timescales was due to Contractor response & staff member responsible being on annual leave to chase up

Stage 2

Responded to within 20 working days 3
Responded to out with timescales 0

Previous report advised:

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

This complaint was not upheld and responded to within 5 days which was within the timescales.

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	2	7	3
Stage 2	2	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.

71 6.4.23

THANKS FOR THE ELECTRIC BLANKET, IVE HAD A GREAT SLEEP THE PAST 2 NIGHTS WITH NO PAIN. ALSO FOR ALL THE OTHER THINGS YOU HAVE DONE FOR US, YOU ARE GREAT

72 6.4.23

CANT THANK YOU ALL ENOUGH FOR ALL THE HELP YOU ARE GIVING US THE NOW WITH THE ENERGY MONEY AND ALL THE OTHER THINGS

73 20.4.23

CANNOT BELIEVE YOU ARE HELPING PEOPLE THAT WORK, ABSOLUTELY CANT THANK YOU ENOUGH FOR RAINBOW PAYMENT & ICELAND VOUCHER. I WILL GET COMM CHEST APPLICATION IN AS SOON AS POSSIBLE, ALSO FOR BRO HELP WITH PANELS THANK YOU ALL AGAIN SO MUCH

74	11.5.23	Just a quick email to let you know I received my mattress today and it's amazing. It also looks way better than the pictures. I'm so grateful for your help yesterday. Can you thank everyone else who had a hand in my application too ? I treated myself to a lovely wee duvet cover lol.
75	12.5.23	Thanks to the people involved with getting her washing machine connected for her.
76	15.5.23	Thanks to BRO for doing a great job of cutting her grass - she is very happy with the assisted garden maintenance service.
77	21.6.23	CANT THANK YOU ALL ENOUGH FOR ALL THE HELP YOU ARE GIVING US THE NOW WITH THE ENERGY MONEY AND VOUCHERS, REALLY APPRECIATED

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.