

Blairtummock Housing Association

To: Management Committee – 12th January 2023

From: Jacqui O'Rourke, Director

Subject: **Agenda Item 7: Formal Complaints Report
1st October – 31st December 2022**

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 October – 31st December 2022, 0 progressed to Stage 2 of the complaints process.

The complaints was as follows:

Complaints Stage 1

	Stage 1	Stage 2
Contractor – [REDACTED]	3	0
Contractor – [REDACTED]	3	0
Contractor - [REDACTED]	1	0
Recharge Repair	1	0
Staff Member	2	0
Repair	4	0

Timescales

Stage 1

Responded to within 5 working days 12
Responded to out with timescales 2

The 2 complaints responded to outwith timescales are still ongoing due to delay with contractor parts (1 job) and response from [REDACTED] for metering works after numerous emails (1 job)

Stage 2

Responded to within 20 working days N/A
Responded to out with timescales N/A

Complaints Upheld

	Upheld	Not Upheld	Progressed to next stage
Stage 1	6	6	0
Stage 2	N/A	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.

65 04.11.22	Called to thank John G for getting heating engineer back out from City Tech.
66 29.11.22	Delighted with electrician who carried out repair - great service.

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.