



# Quarterly Complaints Report

July to September 2019

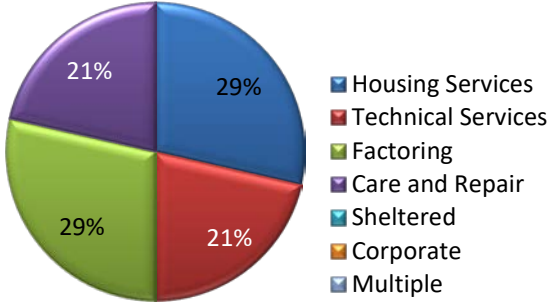
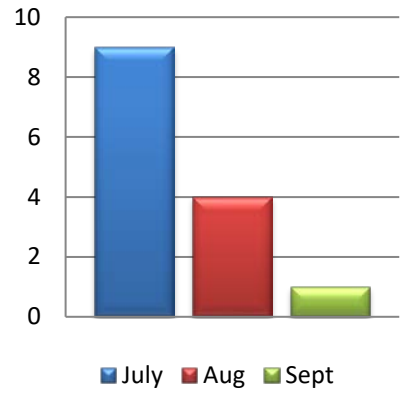
## Complaints received by month

A total of 14 complaints were received.

9 complaints were closed in **July**.

4 complaints were closed in **August**.

1 complaints were closed in **September**.



## Complaints by department

Of the 14 complaints closed:

**21%** were about **Technical Services**

**29%** were about **Factoring**

**21%** were about **Care and Repair**

**29%** were about **Housing Services**

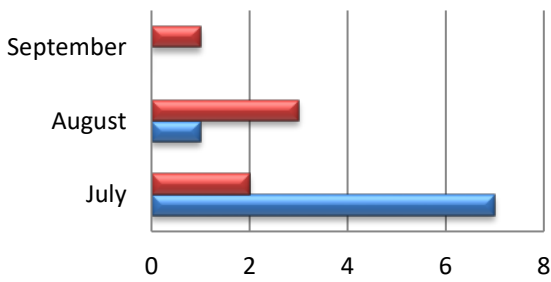
No complaints were closed about **Sheltered**, **Corporate**, or **Multiple**

## Complaints by Stage

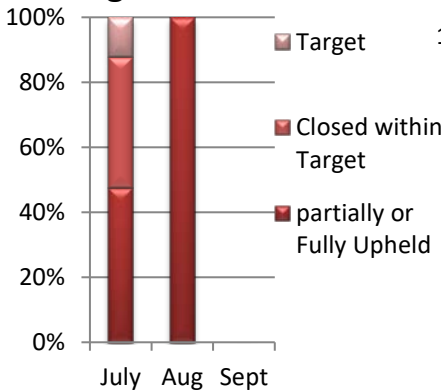
Of the 14 complaints closed:

**8** were **Stage 1**, **43%** closed within target, with **72%** partially or fully upheld

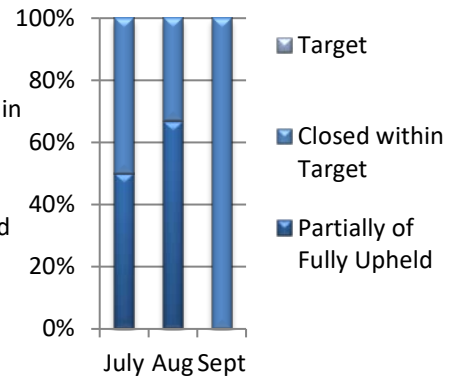
**6** were **Stage 2**, **100%** closed within target, with **39%** partially or fully upheld



### Stage 1 Results



### Stage 2 Results



## Lessons Learned

We welcome feedback from our customers and feedback from any complaints we receive help us to make improvements to the services we provide. Here are some of the lessons we have learned from the Complaints we have received during this period.

What you said	What we did
Repair to guttering outstanding and not followed up to check whether the repair had resolved the initial problem reported.	Communication between Contractor and Tenant should be improved BHA will regularly monitor communication.
Unhappy with the standard of work and lack of Communication from C&R in relation to adaptation works.	Ensure that the Architects and building contractor improve communication with their customers
Poor condition of accessible ramp.	Temporary repairs should have been carried out and the Technical Staff should be more mindful of defects that could cause slips and falls if not rectified.
Contractor failed to attend and repair a leak from bathroom into lower hallway.	Poor Communication between Contractor and BHA. This will be discussed at progress meeting to enhance the importance especially when attending a right to repair.