

## Q2 Complaints Update

Complaints give us valuable information we can use to improve customer satisfaction.

We receive and respond to our complaints in line with the Scottish Public Services Ombudsman Complaints Handling Procedure with an aim to respond to 100% of complaints within allowed time frames.

We acknowledge that when handled well, complaints can give our customers a form of redress when things go wrong, and we will use complaints to continually improve our service.



### Further Information

If you need to make a complaint or would like further information about complaints, you can call 0141-812-2237, email us at [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) or visit our website at [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

Further information about the Scottish Public Services Ombudsman (SPSO) can be found at [www.spsso.org.uk](http://www.spsso.org.uk) or by calling 0800 377 7330.

**You Said...****We Did...**

Tenant unhappy at the length of time taken to respond to her enquiry by the Welfare Rights Officer and Housing Officer.

An explanation was given to the tenant as to the current demand on the WR Service and the delays involved in getting responses from 3<sup>rd</sup> parties due to the current pandemic situation.

Tenant phoned to make neighbour complaint and was unhappy with attitude of Housing Officer.

Meeting arranged to discuss incident and provide an explanation and apology which resolved this matter.

Owner unhappy with length of time it took to deal with removing rubbish from outside their block of flats.

The process involved in arranging the removal of rubbish was explained to the owner which they accepted was more difficult whilst working from home under the current restrictions.