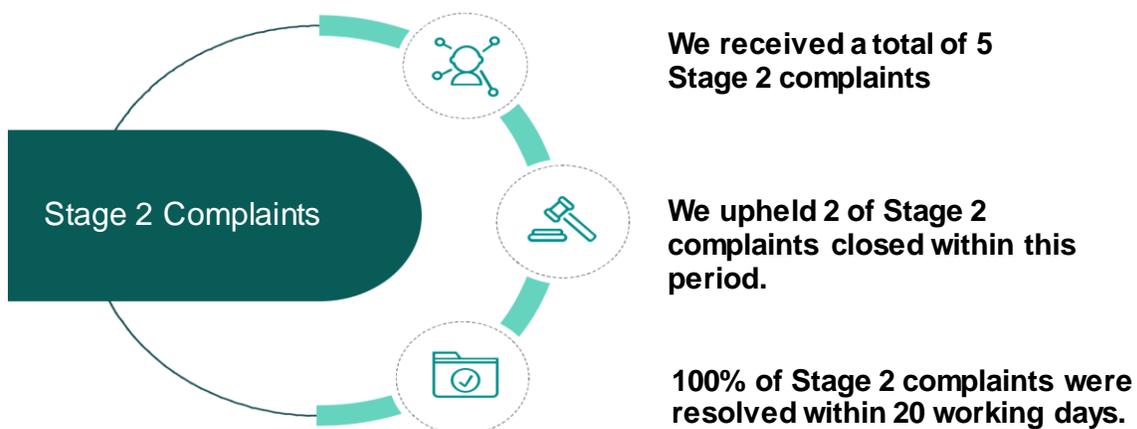
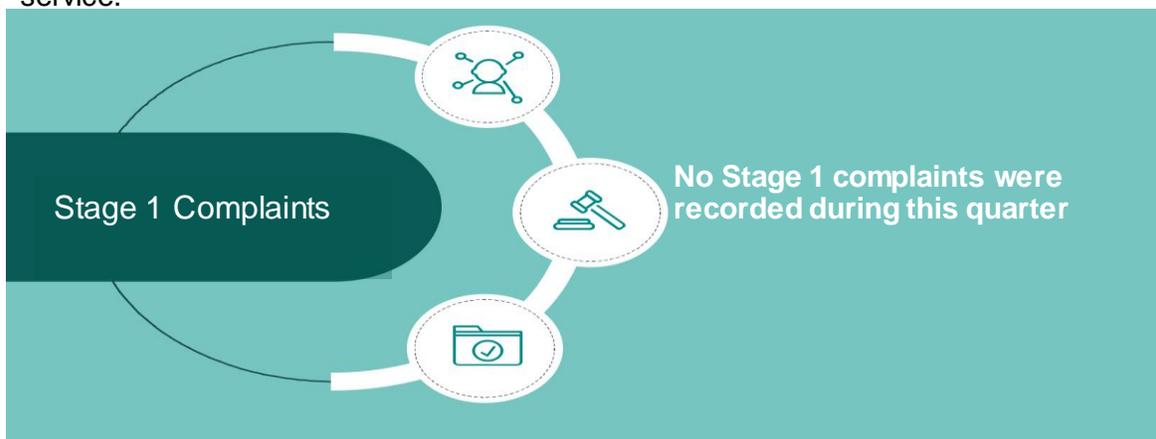


## Q3 Complaints Update – Oct to Dec 21

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.spsos.org.uk](http://www.spsos.org.uk) or by calling 0800 377 7330.

## You Said...

## We Did...

Owner complained that maintenance work had not been carried out to common land at/near his property.

The FO explained that there were H&S issues which had prevented adequate maintenance of this particular grassed area. The Contractor required to assess the situation to allow them to safely use the appropriate safety items to carry out this work and this had been delayed during the ongoing pandemic.

Owner was unhappy with the overall service he had received from BHA and made reference to various points which were investigated and responded to individually. It was also noted that he was unhappy with the lack of response/communication he had received from Association staff.

We apologised for the delay in responding to these issues promptly and effectively and explained that our staff have been working in challenging circumstances, however assured the complainant that we will make every effort to improve our communication going forward.

Owner reported damage to the downpipe to the side of his property and believe this had been done by the gardeners on grass cutting machinery. The Owner advised that they did not witness this however someone else in the property heard the noise when the gardeners were onsite.

We discussed this issue with the Contractor, the operative had no recollection of causing any such damage. As there is no information from other parties which allow the Association to corroborate what happened we were unable to take this matter any further and informed the complainant of the outcome of our investigation.