

## COMPLAINTS

The following table presents complaints resolved between 1 January and 31 March 2020.

<b>Method of Complaint</b>	<b>Nature of Complaint</b>	<b>Complaints resolved within policy timescales?</b>	<b>Outcome</b>	<b>Service Change / Improvement required</b>
Letter	Rechargeable repair – claims staff did not inform this would be recharged	Yes	Letter from Head of Property Services enclosing previous correspondence and offering to meet to discuss. No further contact from tenant	N/a
Email	Ongoing issue re utilities registration and TV aerial repair	No	Following resolution of issues which were Association's responsibilities, matter passed to building contractor	N/a
Email	Boiler fault and lack up upgrades to property	No	Letter and email from Head of Property Services confirming repairs history and offer to inspect following lockdown	N/a