

You Said, We Did

We want to show you how making a complaint can help improve our service.

YOU SAID:

Tenant X contacted us via an MSP. Mr X had numerous complaints about repairs within his property and about how we tried to resolve these. Mr X also complained about how we dealt with his request for rehousing. The complaint was escalated to a Stage 2 Complaint as Mr X was unhappy about our response to his initial complaint.

WE DID:

We did not uphold any of Mr X's complaints regarding repair issues or rehousing issues. During responding to these complaints, we did use terminology that on reflection was "jargon" and caused offense to Mr X. We upheld this part of his complaint. We have raised this issue with staff and all staff have been alerted to avoid jargon.



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