



**Drumchapel
Housing**
Co-operative Limited

TENANTS PANEL

Subject: Complaints Handling Policy

Date: 20 November 2018

Attendees:

Caroline Meiklejohn
Stephen Watt
Roberta Coulter
Craig Parlane

Discussion Points

Staff members C Meiklejohn and S Watt discussed posters which depicted 'What a complaint is', 'Procedures', 'Recording', 'Resolution', and 'Reporting' of complaints.

The Panel agreed that an emoji table demonstrates a good way of illustrating complaints which have increased or decreased from the previous quarter.

R Coulter remarked that honesty was needed; tone and wording need to be kept plain with jargon removed.

It was agreed that once a year, the Co-operative should print a statement of exactly what a complaint is. This can be published in the newsletter.

The proposed edits were noted by the staff members and the Panel thanked for their contribution. The Tenant Report Card is expected to be printed and distributed towards the end of October 2019. Furthermore, the regularity of complaints should feature in the newsletter on a quarterly basis.

S Watt to e-mail both members of the Panel with a draft of the emoji table prior to printing in newsletter – for feedback. This table should first appear in the February 2019 newsletter.