

SPSO decision report

Case: 201606290, Caledonia Housing Association
Sector: housing associations
Subject: policy/administration
Decision: not upheld, no recommendations

Summary

Mrs C complained that the housing association responsible for the development she lived in had failed to undertake an appropriate consultation of fellow tenants regarding proposed changes to services. She also complained about the tone of communications and the way some of the meetings were handled by members of staff.

The association responded to the complaint outlining the consultation process and the steps they took to consult with tenants on the proposed changes. They considered that they had carried out an appropriate consultation and that the communications had been tailored to the tenants at the development. With regard to the exchanges during meetings, the association considered that its staff behaved appropriately. Mrs C was not satisfied with the response and brought her complaints to our office.

We obtained information from Mrs C together with evidence from the association. We found that the association had adopted a range of communication methods and offered a number of avenues for tenants to raise any concerns they may have had. We saw evidence that tenants' concerns were considered at a management level. Therefore, we concluded that the association had taken reasonable steps to consult with its tenants on changes to the services within the development.

With respect to the association's handling of Mrs C's complaint, and in relation to the conduct of their staff at meetings, the evidence showed that the association had conducted a proper investigation and had come to an appropriate conclusion regarding Mrs C's complaint. The association had provided a full response to Mrs C within their timescales. We did not uphold her complaints.