



hebridean housing
partnership

Complaint Learning 1 April 2024 – 31 March 2025

Case Study	What Happened?	What did we do?	What did we learn?	Officer Responsible	Update
1	Bath failure requiring a full replacement. There was a delay in reaching a decision to allow the work to be replaced.	Works order was raised to replace the bath. An apology and ex-gratia payment was given to the tenant.	Review decision making process to identify ways to expedite decision making on required repairs.	Investment Manager/Asset & Contracts Manager	Decisions being made in a timely manner.
2	The contractor was missing a component which was required to complete a full repair.	Pursued the contractor to obtain the correct materials and provided tenant with an update on expected completion.	Process for following up on investment programme defects to be revised.	Investment Manager	Investment Manager copied in to weekly open investment defects emails.