Case Number	Freedom of Information Request	Status
FOI-3		Published

Request Details

RSL Housing Complaints

Specifically, I would like the following information:

1. Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.
2. Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

30 Jul 2020 11:15:08 — FOI complete

Dear Mr Christie

Please find attached information in ragrds to your query re Ccomplaints received by the Association.

1. Details of all complaints made by tenants about the organisations housing service in the past five years, including the date of the complaint, reason given for the complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

Please find details here:

https://provanhallha.org.uk/freedom-of-information/

2.Details of complaints made by prospective tenants and applicants about the organisations housing service in the past five years, including the date of the complaint, whether the compliant was investigated and upheld, and what the outcome of the complaint was.

None

Yours Sincerely

Patricia Gallagher