

## SPSO decision report

**Case:** 201201486, Glasgow Housing Association Ltd  
**Sector:** housing associations  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C had complained to the housing association about cleaning and repairs. He was unhappy with the way the association then dealt with his appeal to their appeals panel. He said they had not presented all the evidence that he forwarded as part of his complaint, and had allowed a named member of staff, whom he said had blocked his attempts to make his complaint, to remain in the room while the panel were considering his complaint.

We found that Mr C had presented DVDs, containing a large volume of colour photographs and correspondence, which he asked to be given to each of the panel members. The association had produced the photographs in black and white for the panel members but on the day of the panel meeting had made available a ring binder containing the colour photographs. We found that the association had only included relevant correspondence in the pack made up for the panel members, which we considered to be reasonable.

The association's guidance for panel members sets out who will be asked to leave a panel hearing while the matters are discussed, and we found that the named member of staff was entitled to be in attendance.