



Board Response – Complaint Annual Self-Assessment and Service Improvement Report.

As the Board Member Responsible for Complaints, I have reviewed BCHA's Complaints Self-Assessment of its performance against the Housing Ombudsman's Complaint Handling Code together with the Annual Complaints and Service Improvement Report for 2025–2026.

Overall, the report demonstrates that BCHA is identifying the main causes of resident dissatisfaction and now translates complaint learning into practical service improvements. The Board will continue to monitor delivery of the action plan, the timeliness and quality of complaint responses, and evidence that the changes made are improving residents' experience.

Given the core complaint themes this year particular assurance will be sought on communication, access to housing officers, staff support, property condition and the effectiveness of arrangements involving external landlords.

While the Board recognises the importance of timely responses to complaints, noting that 10 complaints (11.9%) were responded to out of target; we consider it crucial to ensure the correct and appropriate response is given to each complaint handled. Assurance of this is evident in the low rate of complaints escalated to the Housing Ombudsman this year: 5 escalations, with 3 requiring no further action and 2 pending Ombudsman response at the time of this report.

The BCHA self-assessment shows it is compliant with all relevant parts of the Complaint Handling Code and, as evidenced in the Improvement Report the organisation remains committed to using complaints as a key tool in improving service and outcomes for those using its services.

I welcome the service improvements introduced during the year. These include:

- mandatory complaints training for employees,
- the inclusion of complaint handling in induction and management development,
- six-monthly investigator training,
- quarterly independent customer surveys,
- strengthened resident engagement on repairs, and
- clearer agreements setting out the support available within outreach services.

The action plan for 2026–2027 is appropriately focused on the main areas of dissatisfaction.

Planned measures include:

- introducing a rating system for external landlords;
- reviewing communal cleaning contracts [Completed September 2026];
- establishing a housing duty arrangement to improve access to housing officers;
- extending communication training across the organisation;
- developing a clearer process with the People Team for learning from staff-related complaints [Completed August 2026];
- reviewing the year-end findings with the Executive Leadership Team [Completed August 2026]; and
- obtaining feedback on the improvement plan through the Customer Steering Group.



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Bournemouth Churches Housing Association Limited is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014, registered with the Financial Conduct Authority No. 18497R and with the Homes and Communities Agency No. LH0155. Registered office: The Factory, 14 Alder Hills, Poole, BH12 4AS



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