



**ANNUAL COMPLAINTS AND SERVICE
IMPROVEMENT REPORT**

**FOR THE REPORTING YEAR 2025 -
2026**

The Annual Complaints and Service Improvement Report

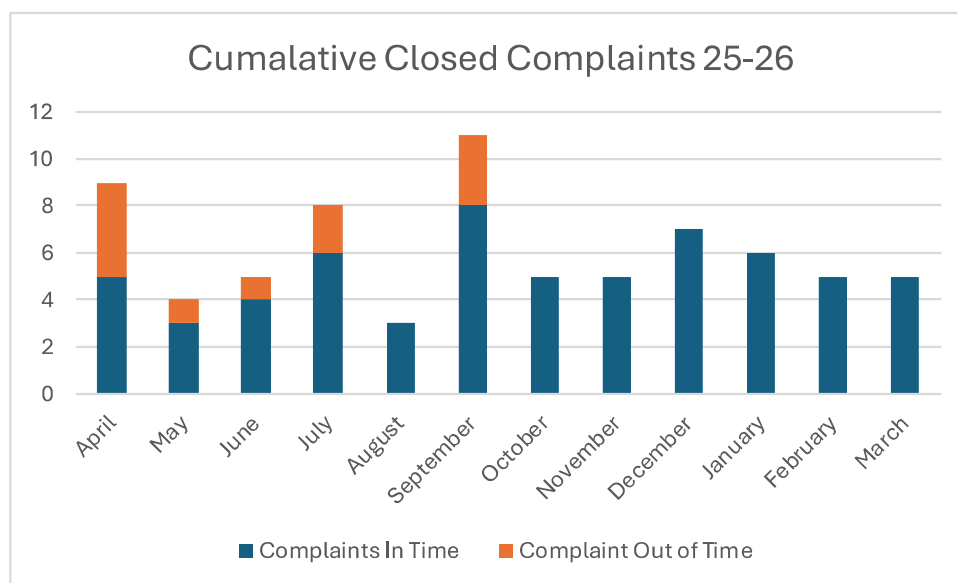
Please note the annual self-assessment against the Housing Ombudsman code of conduct has been published as a stand-alone document on the BCHA website.

The board response to the annual self-assessment against the Housing Ombudsman code of conduct has been published as a stand-alone document on the BCHA website

KPI for Complaints responded to in target will be at, or better than, the Regulator benchmark, the target for responding to the customer at Stage 1 is 10 working days.

In-target Stage 1 Outcome Letters are sent to customers within 10 working days of a complaint being received. Those taking longer, without customer agreement, fall outside of the target.

2025-2026, 73 Stage 1 Complaints For The Year



The above centres around stage 1 responses and if they were in target or out of target for the year. A stage 1 complaint outcome needs to be delivered to the customer within 10 working days. An extension can be arranged for an additional 5 working days, but this has to be agreed with the customer before the 10th working day.

There were 84 complaints in 2025-26, in total this includes stage 2 complaints.

- We had a total of 73 stage 1 complaints for the year, 4 Stage 1 complaint were withdrawn, so only 69 stage 1 complaints were responded to the below information is based on those 69 complaints responded.
- 74 complaints (stage 1 and stage 2) 88.09% were responded to in target based on the Ombudsman's Guidelines

- 10 complaints (stage 1 and stage 2) 11.90% were out of target.

Complaint Trends for the year

Staff Complaints

This continues to be one of the biggest areas for customer complaints over the last year. We had a total of 25 complaints relating to staff which is 34.24% of complaints for the year.

The main theme coming out of staff complaints related to:

Communication – How customer felt following conversation with staff members using phrases such as “I felt belittled” etc.

Support Provided from Staff – Complainants did not feel they were getting the level of support they are entitled to or not getting consistent support.

Housing Management Complaints

We had a total of 23 complaints relating to housing or housing management making up 31.50% of the complaints over the year. There were a few themes you can identify, but due to the broad nature of housing complaints this is harder to pinpoint. The most common reason for housing complaints is as follows:

Communication: Customers expressing dissatisfaction or frustration not being able to get hold of or getting responded from Housing Officers

Property Condition: Customer complained about being in temporary accommodation with no move on route, and outstanding works at properties, especially relating to properties we rent where the repair has been landlord responsibility.

Repair Related Complaints

We had a total of 13 complaints relating to repairs over the year making up 17.8% of complaints. There was not 1 specific theme which came out of complaints relating to repairs as these were more specific to the complainant and their property as opposed to a common denominator.

Types of complaints rejected from BCHA.

BCHA records anything submitted into the complaint's inbox, which is not escalated through our complaints process, this is also reported through the monthly complaints report which goes to the Executive Leadership Team. The most common themes of complaints received but not taken through the formal process have been:

- Customer writing regarding new ASB cases, or with additional information to add to their existing ASB case. In the first instance when ASB is raised, a case is now opened and an ASB process followed, if once the case is closed the customer is unhappy with the outcome or handling of the case then we escalate this through the complaints process.
- First time service request – relating to repair request or call backs from Housing Officers, as this is the first time we have been informed of the repair, this would be a service request and not a complaint.
- Customer Information – Third parties will reach out such as local councils or other agencies providing services in the area, asking for a copy of a customer's Tenancy Agreement or Licence etc for support they are providing. This is normally passed onto the relevant Housing Officer or Support Staff member.

Service Improvements from Learnings implemented in 23/24

The following is an overview of the learnings we have made from complaint handling during 25/26

- We now cover complaints as part of our welcome week for all new staff members. We have an online LMS learning around complaints linked to our complaints policy which is now mandatory for all staff to complete. Complaints are covered as part of the “New Manager Training” we provide internally for anyone moving into a management position, we also have introduced 6 monthly complaint investigator training, and a training has been developed for managers to complete with their teams around complaints best practice.
- Acuity – Acuity our external customer survey company, survey 100 customers each quarter. This is an open survey where residents have the opportunity to leave comments, there is also an alert system set up. All feedback from this survey is reviewed and reported on with actions and recommendations being shared.
- Repairs – We implemented a repairs task and finish group but did not get a lot of customer attendance, therefore we now cover repairs in the local reference panels group as an agenda item and in the Customer Steering Group, gaining feedback through customer experience.
- Services – We implemented a “Working Together Agreement” in our outreach services which is covered with new customers, this details the level of support we will and cannot provide to the customers as part of the service, reducing confusion around the level of support offered.

Ombudsman Reports

For the year 2025/2026 no annual report was produced by the ombudsman for the landlord's performance, and no relevant reports or publications have been produced by the ombudsman in relation to the work of the landlord. We have also not had any findings of non-compliance with the code by the ombudsman.

Action Plan for 2026-2027

<u>Theme</u>	<u>Action</u>	<u>Owner</u>	<u>Target Date</u>
Housing Management	To develop a rating system for landlords we use to identify our 5* landlords for future opportunities	Homes Management Team	September 2026
Housing Management	To review communal cleaning contracts and tender	SW/HB/KM	September 2026
Housing Management	To put in place a “duty” system for housing daily to prevent continued complaints around communication and not being able to contact HO	SW/HB/KM	August 2026

Staff Complaints	To developed trialled communications training for staff into a online presentation and video for wider roll out	LH/AM	October 2026
Staff Complaints	To define a process with People Team around staff complaints, which can inform on potential training needs	LH/AP	September 2026
General	Present to ELT end of year complaints data and get feedback through an exercise on any further actions we can take	LH	June 2026
General	Following on from ELT and with finalised action plan attend CSG to get Customer Feedback	LH	August 2026