

**Barnsbury Housing Association**

**Board of Management**

**May 16, 2024**

**Complaints report 2024-25**

1. **Review of complaints, compliments, and subject access requests**

1.1 Each year, we complete a review of complaints received during the year to understand themes, trends and any lessons learnt, and BHA Board take complaints seriously: they are a key mechanism for service improvement.

1.2 We encourage complaints and foster an environment where complaints are valued, addressed and learnt from. The Board regularly receive complaint data and analysis and are confident matters are managed appropriately in line with the BHA’s and the Housing Ombudsman’s complaints process.

1.3 We had 20 formal complaints during 2024/25. Of these:

* 15 were concluded at Stage 1
* 3 went to Stage 2
* 2 Housing Ombudsman complaints and one remains open to date.
* 3 were upheld, 10 partially upheld and 7 were not upheld.
* All except 1 were responded to within time, this was out of time by 14 days – this was due to an internal process not being completed intime.

1.4 There are no identifiable trends to the neighbourhoods, tenant make up or protected characteristic make-up of the tenants that made the complaints. It is difficult to pick out any general themes – most were specific issues.

**Timelines for reporting**

1.5 During the year we had one complaint outside of the desired timescales of 14 days, this was due to internal processes not being followed correctly due to annual leave, this has now been reviewed, and a new process has been put in place.

Stage 2 complaints timescales stood at 100% within target time.

**Service requests**

1.6 During the year there were 3 service requests as per the Housing Ombudsman handing code requirements, these are made up of the below, all were closed in desired timescales to the tenant’s satisfaction.

|  |  |
| --- | --- |
| **Communal areas** | **Housing Management** |
| 2 | 1 |

**Stage 1 complaints**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Repairs**  | **Rent**  | **Staff Behaviour**  | **Complaint handling**  | **Communal areas**  | **Housing Management**  | **GDPR** | **External contractors**  |
| 5 | 1 | 2 | 1 | 3 | 1 | 1 | 1 |

**Stage 2 Complaints**

|  |  |  |
| --- | --- | --- |
| **Rent**  | **Communal areas**  | **GDPR** |
| 1 | 1 | 1 |

**2.0 Housing Ombudsman Complaints**

* **Case 1. Delays in Repairs and complaint handling 24-25.**

The determination from the Housing Ombudsman did not find any maladministration on how BHA managed the repairs, they determined that the timelines for complaint handling were outside of the handling code and BHA were ordered to pay £400.00 to the tenant.

* **Case 2. Repairs and complaint handling 24-25.**

This is still be determined by the Housing Ombudsman

**Cases that were started in 2023-24 and completed in 2024-25.**

* **Case 1. Anti-social behaviour complaint handling (initiated in 2023-24 completed in in 2024-25)**

The determination from the Housing Ombudsman did not find any maladministration on how BHA managed the reports of Anti-social behaviour, they determined that the timelines for complaint handling were outside of the handling code and BHA were ordered to pay £150.00 to the tenant.

* **Case 2. Anti-social behaviour complaint handling and contractors’ behaviours**

The determination from the Housing Ombudsman did not find any maladministration on how BHA managed the reports of Anti-social behaviour, they determined that there was a service failure on the behaviours of BHA’s contractor and BHA were ordered to pay £150.00 to the tenant and put an action plan in place to support the tenant with their needs.

2.1 We are also making substantial progress with changing the culture of how we deal with complaints, and we are focussing on having improved productive and positive conversations with tenants from the onset of a potential complaint.

2.2 We have been successful with two cases, where we were able to positively manage the situation at hand and deal with the issues that the tenant presented with positive outcomes, which resulted in the complaints being withdrawn.

**3.0 Lessons learnt**

3.1 From the complaints received during the year it was evident that lessons were learnt and that complaints are looked at positively for service improvements.

3.2 Below is an overview of lessons learnt during the year.

* Complaint handling – all complaints at both stages are reviewed by a senior manager to ensure consistency and transparency.
* Timelines for complaints are now diarised in the member of staff’s diary to ensure they are completed on time.
* Tone of letter – a template for each complaint is now being used, which ensures we apologise, thank tenants for the complaint and has a section to detail resolution. This action was due to the tenant complaining about staffs’ behaviour and tone of letter.
* Repairs responsibilities – a review of the tenant repair responsibility booklet has taken place and staff have been made aware of tenant vs landlord responsibilities.
* Consistency with repairs for all tenants – a review of the landlord and tenant responsibilities as detailed above will ensure consistency in the delivery of the repairs service for all tenants.
* GDPR – annual training takes place with all staff and contractors.
* GDPR – a newsletter article will be completed to ensure tenant understand our duty of care and responsibilities.

**BHA – Board Statement of Complaints Performance**

BHA continues to investigate and conclude all new complaints consistently, in line with the Housing Ombudsman handing code and with a high level of professionalism. If required timelines have not been met these have been scrutinised to ensure lessons have been learnt for future complaints.

Positive feedback complaints handler has been consistent, and lessons learnt actions are tracked and progressing.

BHA complaints culture has radically changed over the last year with a greater focus on streamlining processes to ensure transparency and accuracy, which is reflected in the number of complaints and outcomes.

*Kenny Johnson – Board Member*

*Member Responsible for Complaints*