**BHA Complaints Handling Statement and Formal Board Response**

BHA’s Board take complaints seriously believe they are a key mechanism for the association to learn lessons and aid service improvements

The Board and tenants regularly receive complaint data and analysis and are confident complaints are managed appropriately in line with the Ombudsman’s complaints process.

The performance is represented by this statement.

Board Member, Kenny Johnson, has been elected the Member Responsible for Complaints (MRC).

**Complaints Performance and Action Statement**

What follows is a statement about the performance of BHA on complaints during 2023/2024.

BHA are required to complete and publish this statement annually in addition to the self-assessment against the Ombudsman’s Complaints Handling Code.

It is also a requirement that Members formally respond to the statement and that that response is published.

**Complaints Review 2023/24**,

We had 16 formal complaints during 2023/24. Of these:

* 12 were concluded at Stage 1
* 4 went to Stage 2
* 1 is currently being considered by the Housing Ombudsman.
* 2 complaints were upheld, 8 partially upheld and 6 not upheld
* All except one were responded to within timescales

There were 11 separate complainants. One was an applicant; the rest were tenants. Six of the Stage 1 complaints (and all of the Stage 2) were from the two tenants involved in a complex case. Reasons for complaints are shown in the chart below:

**Trends and Themes**

BHA did not identify any specific trends or themes from 2023/24 complaints. The majority were specific to an individual tenancy or tenant, aside from the complex neighbour dispute. Neither could BHA identify any trends from the demographics or protected characteristics of the complainant.

**Protected Characteristics Trends**

Out of the 12 complainants:

* 9 identified themselves as Female
* 2 Identified themselves as Male
* 1 identified themselves as Transgender
* 3 identified as White Other
* 4 identified as White British
* 1 identified as Black British
* 1 identified as Black African

**Please note** several of the complaints received were from the same tenant

4 tenants identified themselves as having a disability.

**Lessons Learnt and Action Plan**

BHA have recognised early responses could avert expressions of dissatisfaction from becoming formal complaints and achieve better outcomes for tenants.

The importance of having clear service standards and expectations published to the tenants is vital for transparency and we published comprehensive service standards during the year.

BHA is committed to the scrutinising complaints and performance, making sure lessons are learnt, and this, alongside our Consumer Regulation Action Plan, brings a stronger focus on listening to tenants and acting on the information we receive.

**Action Plan – moving forward**

**Training** – provide effective complaints and customer service training, to ensure we continue to provide a service of excellence, that we get things right first time and prevent complaints wherever possible

**Satisfaction** – work more closely with tenants to drive up satisfaction and understand the drivers for dissatisfaction

**Vulnerable** tenants continue to review and improve how we support our most vulnerable tenants

**Service Improvement** – continually review our complaints handling, to improve the tenant experience and reduce the number of complaints escalating

**Governance** – To ensure the board member lead for complaints continually embeds culture change throughout the association