**Barnsbury Housing Association**

**Board of Management May 16, 2024**

**Chief Executive’s Report**

1. **Review of complaints** 
   1. Each year, we do a review of complaints received during the year to understand themes, trends and any lessons learnt.
   2. We had 16 formal complaints during 2024/25. Of these:

* 12 were concluded at Stage 1
* 4 went to Stage 2
* 1 is currently being considered by the Housing Ombudsman.
* 2 were upheld, 8 partially upheld and 6 were not upheld
* All except one were responded to within time
  1. There were 11 separate complainants. One was an applicant, the rest tenants 6 of the Stage 1 complaints (and all of the Stage 2) were from the two tenants involved in the complex neighbour dispute.
  2. Reasons for complaints are shown in the chart below:
  3. It is difficult to pick out any general themes or trends – most concerned very specific issues.
  4. A couple of complaints were withdrawn due to early intervention which have shown us that if we could improve our early responses, we could avert some expressions of dissatisfaction from becoming formal complaints and achieve a better outcome for tenants.
  5. A key part of this is a shared understanding across the team that ‘how’ we say or do something is as important as ‘what’ we do and that we could be better sometimes at understanding things from a tenant’s point of view. We will be exploring this further at our all-team training day in June.
  6. Our service standards, setting out more clearly what tenants can expect from us, will also help. It may be too early to come to firm conclusions, but it appears as though publishing our repairs responsibility booklet has helped in this regard.
  7. There is an updated Housing Ombudsman Complaints Handling code and will be updating our policy and procedures in line with this for the next Board meeting. This will include a requirement for a board Complaints champion to be agreed in the July board meeting.