

# BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION

## ANNUAL COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT 2024-2025

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This annual report sets out the complaints that Belgrave Neighbourhood Co-operative Housing Association (BNCHA) has received between April 2024 and March 2025 and what actions we have taken in response to them.

To find out more about what our tenant members should expect from the co-op when you make a complaint, please click [here](#).

### Response from the management committee

The BNCHA management committee has considered this report at a special committee meeting on 3<sup>rd</sup> December 2025. The committee also considered the co-op's self-assessment regarding compliance with the Housing Ombudsman's Complaints Handling Code.

The management committee approves both this report and the self-assessment.

BNCHA is a small Registered Provider landlord. The volume of complaints from our members is very low. Nonetheless, we are pleased that the seven complaints we received in 2024/2025 have led to learning and action for the co-op – introducing regular case reviews for all key staff involved in the complaint process.

The committee welcomes that we met our target timescales in respect of all but one the complaints considered this year.

We aim to continue both our proactive learning approach as well as our intention to respond to complaints in accordance with the Housing Ombudsman's Code.

### Our approach to complaints

BNCHA aims to provide the best service it can to our tenant members. We encourage our members to tell us if there is a problem with something we have done. We consider complaints and comments to be valuable feedback. It gives us a chance to learn and improve services.

Our general approach incorporates the following features:

- a two stage complaints process in accordance with the Housing Ombudsman's Code. The 1<sup>st</sup> Stage includes the Chair of the Coop.
- an approach where we welcome and value complaints
- seeing complaints as an opportunity to put things right where we have not got things right
- learning from complaints
- providing simple information about how to make complaints on our website and through other methods
- complaints are reviewed by an experienced Independent Chair and a senior officer from our service provider who consider opportunities to learn from complaints
- we will seek to continually improve how we manage complaints

## Our complaint stages

We aim to find a resolution to dissatisfaction at the first point of contact. Where this is not possible, the complaint progresses as follows:

### **Stage One – investigating the complaint (target 10 working days)**

An investigation of the complaint takes place, including interviews with the complainant and other relevant parties, and a formal

written communication to the complainant regarding the outcomes of the investigation within 10 working days.

### **Stage Two – independent review (target 20 working days)**

If the complainant is not happy with some or all the outcome of their complaint, they may request a review. The co-op will form an independent review panel consisting of two people and both of whom will be independent of the complaint and the previous investigation.

The Review Panel will offer a final written response seeking to resolve the problem within 20 working days of a review request being received.

If the complainant is still unhappy with the outcome, they may refer the complaint to the Housing Ombudsman Service.

## **BNCHA complaints and how we responded**

We received seven complaints between April 2024 and March 2025. Only one complaint was escalated to Stage 2 of the procedure.

- Three complaints related to repairs, with two in particular regarding dissatisfaction of the service provided by the contractors. These complaints were investigated in conjunction with the contractors but were not upheld. The other complaint related to repairs that had previously been reported, however, no action had been taken. This complaint was also investigated including a visit to the property but not upheld.
- Three complaints related to customer satisfaction, specifically experiencing dissatisfaction in the way which they were spoken to by staff members. These complaints were investigated and promptly resolved.

From these complaints, it was recognised that staff need to be sufficiently trained in maintaining a professional tone and de-escalating tense conversations.

- One complaint was from the son of a tenant, who felt that the service provider bypassed his Lasting Power of Attorney when the tenant was served a Notice to Quit without himself present. The complaint was not upheld, and the complainant requested a review. The review was heard by an independent panel and the complaint was part upheld.

The complaint that was reviewed did exceed the target time by 1 week, all other complaints were dealt within the target time.

Our learning from these complaints was as follows:

- All staff have been trained in customer service to ensure that trivial matters are not unnecessarily escalated to formal complaints. In addition, this training will help ensure that tenants feel comfortable when engaging with staff members.
- “Pro forma” forms for repairs visits are to be completed by the repairs inspector, to confirm all repairs reported in writing, signed by the tenant.
- Weekly case reviews are in place for all key staff involved in the complaint process. This will ensure the consistency of responses and a clear prioritisation of complaints.

### Our plans to improve complaints handling

The co-op will action the following points in the next year to improve complaints handling:

- we will continue to publicise our complaints procedure to our tenant members, ensuring that all members know that we welcome complaints
- we will continue to embed a positive culture around complaints amongst staff and committee members
- we will analyse satisfaction with our complaints handling with our members

- we will continue to track complaints through to completion to ensure we are achieving timescale targets
- we will ensure that staff involved in complaints handling take an approach where they identify how our policies, procedures and systems could be improved as a result of complaints
- we will analyse complaints we receive in order to develop a matrix of complaints that may take longer to investigate.

### The Housing Ombudsman and our self-assessment

Each year, we publish a self-assessment of how we perform against criteria for complaints handling set out by the Housing Ombudsman. To view our 2025 self-assessment, please click [here](#).

It has been particularly identified in the self-assessment that there is a need for regular case reviews to ensure consistency in responses to complaints, as well as the prioritisation complaints in terms of complexity.

No complaints cases have been referred to the Ombudsman during April 2024-March 2025 and the Ombudsman has published no reports in this period regarding BNCHA's performance.