BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION

ANNUAL COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT 2025-26

This annual report sets out the complaints that Belgrave Neighbourhood Co-operative Housing Association (BNCHA) has received between April 2025 and March 2026 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 committee meeting on 20th October 2026. 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 eight complaints we received in 2025/2026 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 of 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 1st Stage includes the CEO 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 if needed another senior officer from our team or a committee member.
- 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 eight complaints between April 2024 and March 2025. Only one complaint was escalated to Stage 2 of the procedure.

- Three complaints related to repairs/maintenance, particularly related to the quality of the materials/workmanship. These complaints were investigated in conjunction with the contractors; one was partially upheld after stage 2.

- Five 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.3 of these complaints went to stage 2, two which were resolved. The 3rd went to the Housing Ombudsman and after supplying the Housing Ombudsman the requested information, no further action was taken.

  This has increased from last year and from these complaints, it was recognised that staff need to be sufficiently trained in maintaining a professional tone and de-escalating tense conversations.

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Our learning from these complaints was as follows:

- All staff have been further 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 2026 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.

One complaint cases was referred to the Ombudsman during April 2025-March 2026 and no further action was taken after providing the Ombudsman with the requested information. The Ombudsman has published no reports in this period regarding BNCHA's performance.