



Annual Complaints Performance and Service Improvement Report 2023-2024

We received **2** complaints about our Housing Services in the year from April 2023 to March 2024. This is consistent with previous years.

100% of complaints were resolved within our complaint handling timescales.

0 complaints were not accepted (excluded).

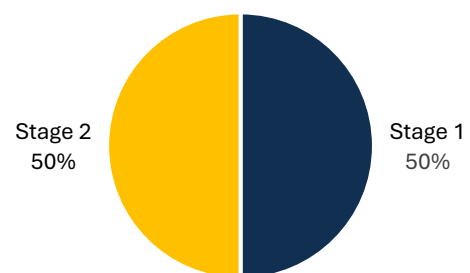
Types of complaints

One complaint related to a breakdown of a washing machine owned by a resident. The other complaint related to replacement windows which had affected the fit of a resident's window blind.

In both cases:

- 📍 The complaints were made directly by the resident.
- 📍 The complaints were resolved within our two stage complaints process.
- 📍 No complaints were escalated to the Housing Ombudsman

% housing complaints resolved by stage



Lessons Learned

We recognise that our complaint numbers are low, and this presents some challenges for assessing our performance.

We want to ensure that our customers always let us know if they are dissatisfied with our services or feel that they can tell us if we could do something better. We hope we can encourage this by talking about complaints much more, and increasing the number of ways our customers can make a complaint.

We also want our staff to feel more confident about recognising and dealing with complaints, with an emphasis on the value of feedback and how it contributes to ensuring we offer the excellent level of service on which we pride ourselves.

Changes we will make during the 2024/2025 year:

- 📍 Undertake a complete review of our Complaints, Comments and Compliments Policy
- 📍 Develop a new 'easy read' complaint process for customers
- 📍 Implement new software that will support higher quality data around complaints / service requests
- 📍 Improve the information on our website around complaints, including the addition of an online/downloadable form.
- 📍 Develop staff training to ensure all appropriate staff are confident to work within the policy and to encourage a culture of positivity towards complaints
- 📍 Include complaints about care services in our next Annual Complaints and Service Improvement Report. This is so we can be sure that all our customers expect the same standard of response.

Response from the Board

The Board of BCOP welcomes this report alongside the self-assessment against the Complaint Handling Code. The Board takes all complaints seriously. The Board receives regular updates about the volume and nature of complaints that happen in our housing and care services through the year. The Board makes recommendations as appropriate and monitors any improvements made as a result.



People at the heart of everything we do

We are pleased to note that there have been no findings of non-compliance or reports from the Housing Ombudsman about BCOP during the year.

We understand that the low (2) number of complaints in housing services could be seen as indicative of high satisfaction levels but recognise that it may also indicate a lack of understanding or confidence from our residents about how to complain, or misunderstandings from our staff around when to record complaints.



Little things matter

We note that, despite the low number of complaints, our Tenancy Satisfaction Measures indicated higher dissatisfaction around complaint handling compared to other measures.

The Board is therefore keen to see an increased focus on improving all communication with residents, but particularly around complaints, as well as ensuring all staff receive thorough training in the complaints process. This will ensure we are working to and demonstrating our values.



Adapting to our residents' needs

We are recommending that the report next year contains data about complaints within our care services and in housing. We hope this will help us to better measure trends and identify areas for improvement across the whole organisation, ensuring consistency for all our residents. Together with the improved communications and training, we hope that next year we will have more information and a fuller picture which can inform further improvements for our residents.



Working together to provide the best support

Deborah Sizer
Chair of Trustees