



Annual Complaints Performance and Service Improvement Report 2025-2026

Welcome to our 2025-2026 complaints report. As with last year, we have chosen to include both Housing and Care/Nursing complaints within this report. We continue to strive for an organisation-wide culture of positivity and learning towards complaints and we feel that consistent reporting across all of our functions supports this.

Following the publication of our 2024/2025 report, and using the lessons we had learned during that year, we made the following changes and refinements during 2025 - 2026:

-  We continued to embed our Complaints, Comments and Compliments Policy, with regular updates at staff meetings and ongoing, timely guidance and support to members of staff undertaking complaint handling
-  We widened our training on complaint handling to our nursing home managers
-  Alongside three other small registered providers, we established a Tenant Scrutiny Panel, encouraged our residents to attend, and listened and implemented (where appropriate) their recommendations around complaint handling
-  We gathered data on complaint outcomes and have included this in the report below.

Complaints received: BCOP Housing Services

In the 12 months from April 2025 to March 2026, BCOP received complaints about our Housing Services from:

- **8** individuals
- **1** joint complaint (6 residents).

Some complaints raised more than one issue, leading to decisions being taken on **27** separate issues.

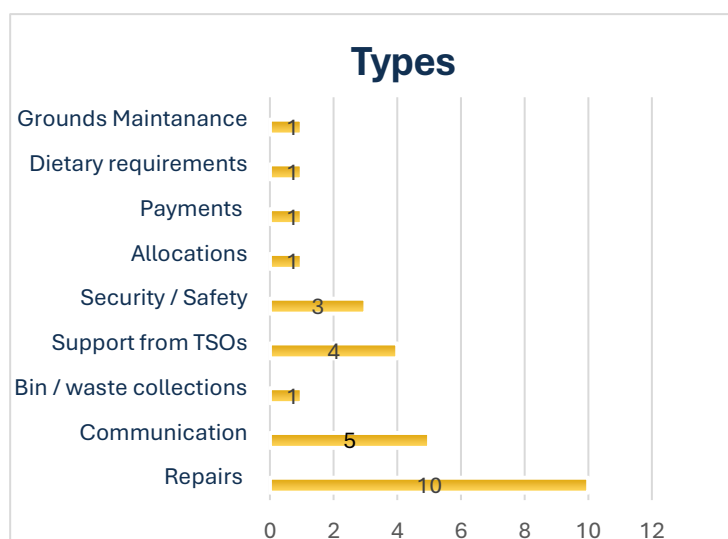
Despite this being an increased figure on the previous year, we take this as a positive... and indication that our continued commitment to following the Housing Ombudsman's guidance (that any 'expression of dissatisfaction' be treated as a complaint) has been successful.

All complaints were resolved within our complaint handling timescales.

1 complaint, relating to a former resident's experience of their tenancy, was NOT accepted, due to the matter being over four years old. There was no evidence of serious health & safety or safeguarding considerations to warrant acceptance after such a long period of time. The former resident (via their representative) was formally informed of the decision, the reasons for it, and their right to challenge via the Housing Ombudsman.

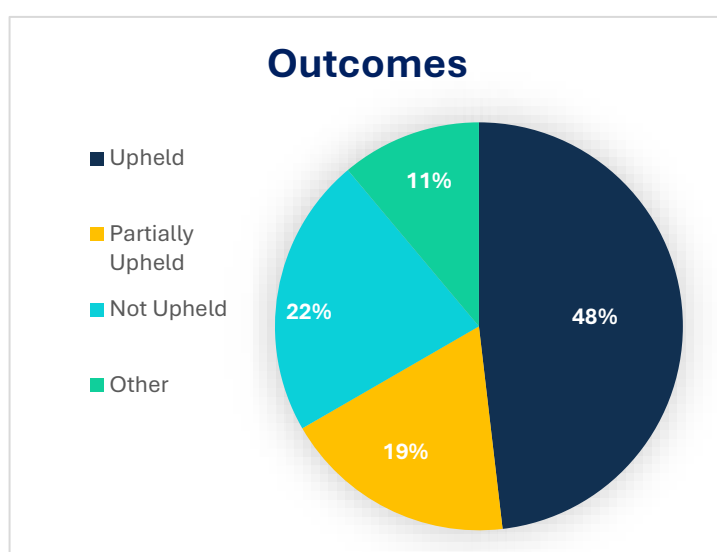
Types of housing complaints

The highest number of housing complaints related to repairs (10), followed by communication with residents (5), and the level of support / services offered by our TSOs (Tenant Support Officers) - (4).



Housing complaint outcomes

We upheld just under 50% of the complaints (13), with a further 19% (5) partially upheld. 22% (6) were not upheld. 3 complaint issues were not given an outcome as 2 were re-categorised as a service request, and 1 was unable to be investigated due to lack of information – despite our attempts to gather this from the resident.



Where complaints were accepted, in all cases:

- 💛 The complaints were made directly by the residents
- 💛 The complaints were resolved at stage one of our complaints process
- 💛 No complaints were escalated to either stage two, or the Housing Ombudsman.

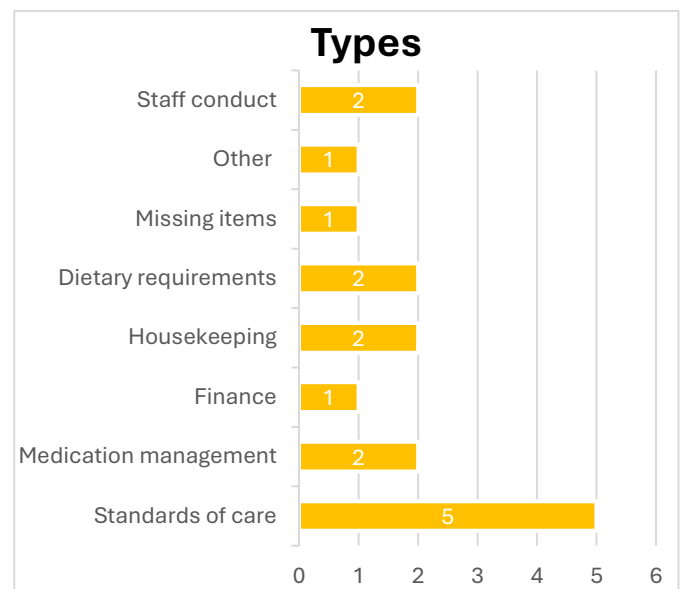
Complaints received: BCOP Nursing & Care Services

We received **13** complaints covering **16 issues** about our nursing and care services across our three nursing homes in the 12 months from April 2024 to March 2025. This is 2 fewer than the previous year.

Types of nursing and care complaints

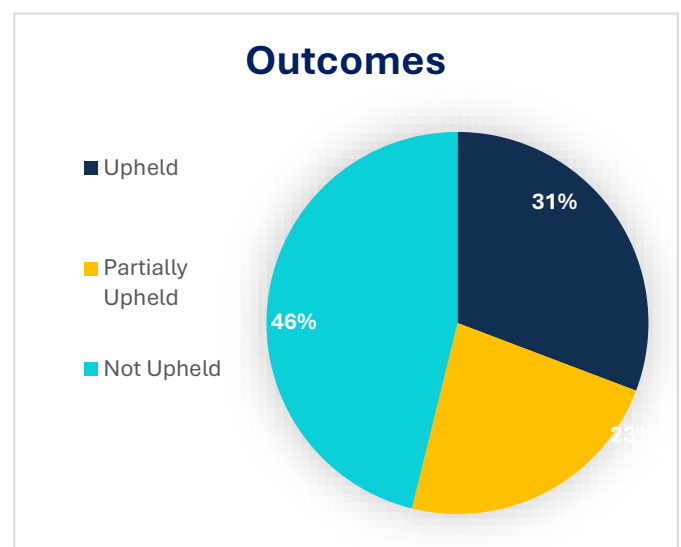
The highest number of complaint issues within our nursing and care services related to the quality of the care provided (5) followed by 2 each for medication management, dietary requirements, staff conduct and housekeeping.

All complaints were dealt with at stage one; none were escalated to stage two or to an Ombudsman.



Nursing and care complaint outcomes

We upheld 31% of the complaints (4), with a further 23% (3) partially upheld. 46% (6) were not upheld.



Challenges identified and lessons learned

-  Configuring our software for complaint recording proved to be more challenging than anticipated, and this remains a work in progress.
-  Communication remains a key issue in many of our housing complaints, even where the complaint itself did not focus on communication
-  We identified that both our housing allocations policy and compensation and redress policy required updating to ensure fitness for purpose
-  Gaps were identified in the processes around managing card payments; these have now been addressed
-  2 service requests were accepted (acknowledged) as complaints before being re-categorised – demonstrating that additional (re)training on the initial part of the complaint handling process may be required.

Changes we will make in the 2026-2027 year as a response to this learning

-  We will continue to work on configuring our new software to ensure it fully supports complaint handling and complaint reporting for both our housing and nursing/care services.
-  We will provide refresher training (including an emphasis on differentiating complaints from service requests) to all appropriate staff. Complaint handling will be included in the induction process for new staff, and for all appropriate staff, we will monitor confidence and competency in complaint handling via regular supervisions
-  We will investigate ways to enhance two-way communication between the housing team and our residents, including looking at digital options
-  We will enhance our complaint reporting to the Board, ensuring that the complaints log is a standing agenda item rather than relying on individual reports noted in Service Improvement Plans.

Response from the Board

The Board of BCOP welcomes this, our third report published alongside the self-assessment against the Housing Ombudsman Complaint Handling Code. We are pleased to again note that again there have been no findings of non-compliance, or reports from the Housing Ombudsman.

People at the heart of everything we do

The Board continues to pay close attention to complaints, with monthly updates on the number and nature of complaints provided via our Service Improvement Plans. As complaints/concerns arise, we scrutinise and make recommendations as appropriate, as well as monitoring any improvements made. To further enhance this, we are now recommending that the complaint log become a standing item on the Operations Committee and Board Agenda.

We are delighted that this year BCOP helped establish a Tenant Scrutiny Panel, with complaint handling chosen as the first area of focus for the panel. We are particularly pleased that the Panel recognised BCOP's easy read complaint handling guide for residents as being of a high standard, recommending it to other registered providers as good practice.

Little things matter

We note that the number of housing complaints has again increased, and view this as a positive indication that residents and staff are becoming more confident in our complaint handling process and culture of positivity towards complaints. As the numbers of complaints within our nursing homes has decreased, we will take steps to reassure ourselves that this is, as is hoped, indicative of higher levels of satisfaction.

We are also pleased to see that, as per our recommendation, this year's report includes analysis of complaint outcomes. With over half of all complaints being partially or fully upheld across, we feel this demonstrates that we are willing to hold ourselves to account and embrace a culture of listening, learning and improvement. We are also pleased that this learning is shared with our residents via complaint decision letters and our annual complaint & service improvement report.

Working together to provide the best support

We note that communication remains central to many complaints, and recommends this be a key priority for the year ahead. We also note the ongoing challenges around the software and recommend this also receive additional focus.

BCOP is a values-led organisation with our residents at the heart of what we do. We are confident from this report that the continued focus on complaint handling is yielding improved outcomes, whilst also identifying clear areas for improvement, allowing us to move forward with confidence in our priorities.

Adapting to our residents' needs

Deborah Sizer, Chair of Trustees