BCHA Complaints Report 2024/25

Introduction

This is the annual Complaints Performance Report for Bedford Citizens Housing Association (BCHA). This report provides detailed information regarding housing complaints recorded through the BCHA's Complaint Procedure during 2024/25 (1 April 2024 to 31 March 2025).

Complaints give us valuable information we can use to improve our services and overall customer satisfaction. Our complaints policy should enable us to address customers' dissatisfaction and may also help us to prevent further dissatisfaction for other customers.

Complaints provide us with a firsthand account of our customers views and experience and can highlight problems we may otherwise be unaware of. Handling a complaint well can significantly improve a customer's view of us as an organisation.

BCHA's complaints policy is in line with the Housing Ombudsman complaint handling code which is subject to regular review.

In our 2023/24 report we set out a number of actions, since the last report BCHA have

- Elected a Member of BCHA's board to be the named Member Responsible for Complaints (MRC)
- Reviewed and published BCHA's Complaints Policy.
- Published BCHA's Annual Housing Ombudsman Complaint Self-Assessment.
- Published our Complaints Report 2023/24 and BCHA's Board response.

In the last report we foreshadowed that the new complaint definition would lead to the recording of more complaints. Higher volumes of complaints are not negative, but an opportunity for BCHA to learn and improve our services. Understanding why customers experience dissatisfaction will help BCHA develop what we do

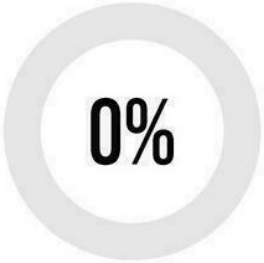
Quantitative Analysis Complaints

The total number of Housing complaints received were:

8	0
Stage 1 Complaints	Stage 2 Complaints

The percentage of complaints at each stage which were closed in full within the set timescales were:

Stage 1 Complaints



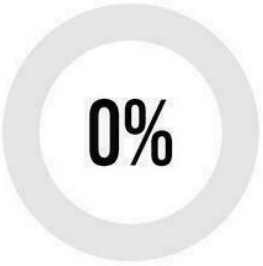
Stage 2 Complaints

The outcome of complaints at each stage:

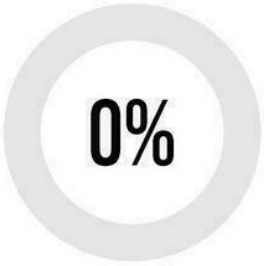
of Stage 1 Complaints were Upheld

of Stage 1 Complaints were Partially Upheld

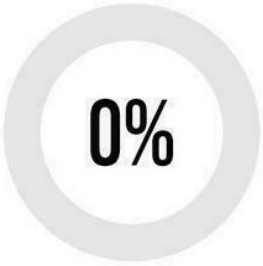
of Stage 1 Complaints were Not Upheld



of Stage 2 Complaints were Upheld



of Stage 2 Complaints were Partially Upheld



of Stage 2 Complaints were Not Upheld

Qualitative Analysis Complaints

Below is a summary of each complaint rather than an analysis on themes.

Summary	Response	Outcome	Learning
Complaint received from a tenant and their family about the response to a	A leak caused the fire alarm to report a fault. The alarm system remained functional.	Not Upheld	Further information about fire procedures has

fault on the fire alarm at Oak Way House.	Although the tenant reported the fault this was 20 minutes after the panel started bleeping and during this time the Oak Way team were investigating the fault.		been discussed with tenants at meetings
Complaint received from tenant after been asked to remove items from internal communal area. Tenant felt the items are fire retardant material and not in the way.	Responded to complaint explaining that the communal fire escape route needs to be clear for all residents in the event of a fire. Explained in smoke filled corridor these items could be trip hazards.	Not Upheld	Discussed improved communications about keeping communal areas clear
Complaint received from tenant about his shower not working and this has not been resolved despite visit form a contractor.	Responded to complaint. Contractor attended and had replaced shower. Tenant felt that the electric shower was not as powerful where they had lived before. Reinspected this and confirmed that shower was operating correctly.	Not Upheld	
Daughter of a tenant complained about the charge for food delivery services.	The charge for food delivery covers the cost of employing people to deliver food to tenant's flats as opposed to serving it in the dining room.	Not Upheld	
Complaint received from tenant	An error in the collection of money for washing tokens noted and £20 to be refunded to the tenant, new way of collecting money for laundry tokens implemented.	Upheld	We developed a new way of charging for washing tokens sing card payments to make payment clearer for tenants we are now moving to laundry machines which take card payments.
Complaint received from tenant. The tenant had a fall at home and used Chubb warden call system out of hours. They spoke to the Chubb control room who advised they would get assistance	We gave an apology as the correct response was not given by Chubb when the tenant called for helped	Upheld	The learning from this is Chubb have updated all contact details so that the out of hours on call person is the first contact. Chubb will give the full name and address of the

however no one was called.			tenant who requires assistance • Full training for staff regarding emergency call outs
Solicitors complained on behalf of a tenant about disrepair	The repairs reported in this complaint had not previously been reported but were rectified within repairs timescales once the letter advising of a future claim was received.	Not Upheld	We are exploring how we can support tenants with a more proactive approach to monitoring damp and mould in our properties.
Complaint received from a tenant about: 1. Security issues – no knowledge of visitors staying with other tenants. 2. Unauthorised parking at Bedesman's House. 3. Lack of consultation about donated furniture – the tenant felt this was not needed	Met with the tenant to discuss their concerns. Highlighted previous consultations with tenants about car parking. Advised we supported tenants having visitors and would not expect information about visitors to be published to other tenants. Consulted about the furniture which tenants did want to keep.	Not Upheld	

Refused Complaints

During 2024/25 BCHA did not refuse to accept any complaints made.

BCHA's Compliant policy

During the year BCHA's Complaints Policy has been reviewed to reflect the Housing Ombudsman's Complaint Handling Code. This policy has been presented to BCHA's Board and made available on BCHA's website.

Annual self-assessment

During the year BCHA's completed the Annual Self-Assessment in line with the Housing Ombudsman's Complaint Handling Code. This policy has been presented to BCHA's Board and made available on BCHA's website.

BCHA & the Housing Ombudsman

During the year 2024/25 BCHA has not had any complaints passed to the Housing Ombudsman, or any findings of non-compliance with Code or contact from them in relation to the work of BCHA.

Details of the complaint's performance of BCHA can be found on the Housing Ombudsman's website in their landlord search/performance data at: https://www.housing-ombudsman.org.uk/landlords/

The new complaint definition has led to the recording of more complaints as more issues have been brought into the scope of this report. Higher volumes of complaints are not negative, but an opportunity for BCHA to learn and improve our services. Understanding why customers experience dissatisfaction will help BCHA develop what we do.

As part of our drive to let customers know we are committed to ensuring views about our services are valued and we actively encourage feedback. Complaints, compliments, and suggestions give us the opportunity to continually improve our service. We foster a culture which welcomes customer feedback and listening and responding effectively is very important to us. We will promote our approach to complaints to tenants with more information in Citizens News about the changes we have made as a result of listening to tenants.

Member Responsible for Complaints Response

I am pleased to share BCHA's Complaints Report for 2024/25 with our residents, tenants, and key stakeholders.

This report shows our continued commitment to listening, learning, and improving services in line with the Housing Ombudsman's Complaint Handling Code. Making sure that customers feel heard, and that their feedback leads to positive change.

As a Board we are particularly encouraged by the following:

Level of Complaints: As expected, the new definition of complaints has resulted in more being recorded this year. This is a positive step as it provides us with more opportunities to learn and improve our services, whilst we recognise this is a low number of complaints.

Learning: We have seen clear evidence of service improvements as a result of complaints — for example, introducing clearer laundry payment systems and strengthening our out-of-hours emergency response procedures.

Compliance: We have remained compliant with the Ombudsman's Code, supported by the review of our policy, completion of our annual self-assessment, and the publication of information on our website. It is pleasing to see no complaints have been dealt with by the Ombudsman.

The Board remains committed to BCHA providing a responsive and effective complaints service. BCHA will continue to focus on resolving concerns as early as possible, ensuring communication is clear, and learning from.

BCHA's performance in complaint handling will continue to be monitored by the Board and by me as the Member Responsible for Complaints.