

BCHA Complaints Report 2025/26

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 Complaints Procedure during 2025/26 (1st April 2025 to 31st March 2026).

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's complaint handling code which is subject to regular review.

In the 2024/25 report, a number of actions were identified. Since the last report, BCHA has:

- Reviewed and published BCHA's Complaints Policy.
- Published BCHA's Annual Housing Ombudsman Complaint Self-Assessment.
- Published our Complaints Report 2024/25 and BCHA's Board response.

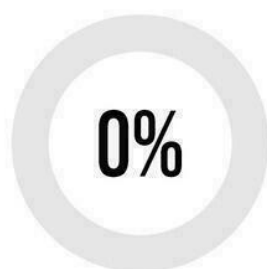
No Stage 1 or Stage 2 complaints were recorded during the reporting period.

Quantitative Analysis Complaints

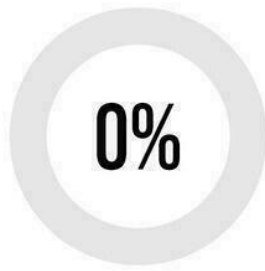
The total number of Housing complaints received was:

0	0
Stage 1 Complaints	Stage 2 Complaints

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

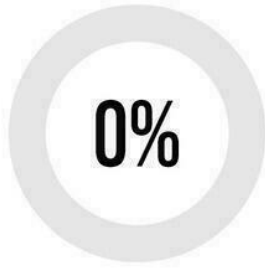


Stage 1 Complaints

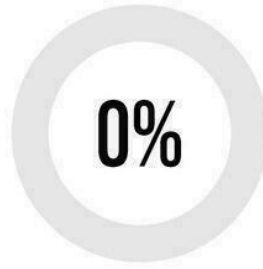


Stage 2 Complaints

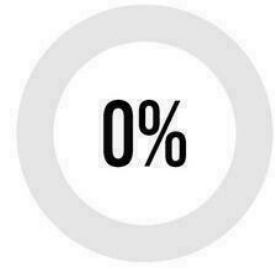
The outcome of complaints at each stage:



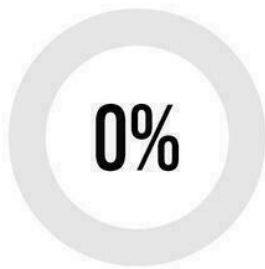
of Stage 1 Complaints were Upheld



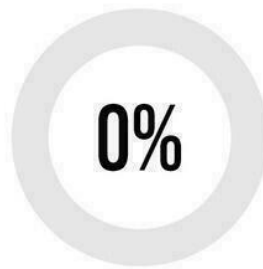
of Stage 1 Complaints were Partially Upheld



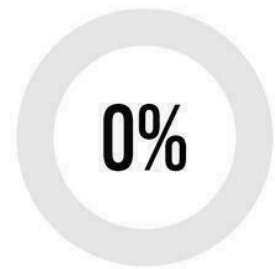
of Stage 1 Complaints were Not Upheld



of Stage 2 Complaints were Upheld



of Stage 2 Complaints were Partially Upheld



of Stage 2 Complaints were Not Upheld

Qualitative Analysis Complaints

During 2025/26 BCHA did not receive any formal complaints through the Housing Complaints Procedure. Whilst this is positive, BCHA recognises that a low number of complaints does not necessarily mean that customers are fully satisfied or aware of how to raise concerns.

Throughout the year BCHA has continued to promote awareness of the complaints process and encourage tenant feedback. Information about how to make a complaint has been included within BCHA's Annual Report and Citizens News publication distributed to all tenants. Complaints and feedback have also been discussed during tenant meetings held within sheltered housing and extra care schemes. During the year BCHA also introduced feedback cards and feedback boxes to provide tenants with additional opportunities to share comments, compliments, concerns, and suggestions regarding services.

BCHA recognises the importance of ensuring all tenants understand how to raise concerns, provide feedback, or make a complaint where services do not meet expectations. During 2026/27 BCHA will continue proactive communication and engagement with tenants by promoting the complaints process more widely across all housing schemes and communication channels. This will include providing clearer information within tenant

communications and encouraging feedback through tenant engagement activities. In addition, BCHA recognises the importance of ensuring staff remain confident in identifying, recording, and responding to complaints appropriately, and refresher training will be provided to staff during 2026/27 to support consistent identification, recording, and handling of complaints.

BCHA remains committed to fostering a culture where feedback is welcomed and viewed as an opportunity to learn, improve services, and enhance customer satisfaction.

Refused Complaints

During 2025/26, BCHA did not refuse to accept any complaints submitted through the Complaints Procedure.

BCHA's Complaints 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 completed the Annual Self-Assessment in line with the Housing Ombudsman's Complaint Handling Code. The completed self-assessment has been presented to BCHA's Board and made available on BCHA's website.

BCHA & the Housing Ombudsman

During the year 2025/26 BCHA has not had any complaints passed to the Housing Ombudsman, or any findings of non-compliance with Code or any contact from the Housing Ombudsman regarding BCHA's complaint handling.

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/>

BCHA recognises that complaints and customer feedback provide important opportunities to understand customers' experiences, identify areas for improvement, and enhance customer satisfaction. BCHA is committed to ensuring that customers' views are listened to, valued, and acted upon. Feedback is actively encouraged through complaints, compliments, suggestions, tenant meetings, and the feedback cards and boxes introduced during the year. During 2026/27, BCHA will continue to promote awareness of the complaints process and share examples through Citizens News and other tenant communications of how customer feedback has helped shape and improve services.

Board Response

I am pleased to share BCHA's Complaints Report for 2025/26 with our residents, tenants, and key stakeholders.

As the Member Responsible for Complaints, I welcome the continued commitment shown by BCHA to delivering a fair, accessible and effective complaints service in line with the Housing Ombudsman's Complaint Handling Code. We recognise that complaints, compliments and customer feedback all provide valuable opportunities to improve the services we deliver.

During 2025/26, BCHA did not receive any formal complaints through the Housing Complaints Procedure. While this is encouraging, the Board recognises that a low number of complaints should not be taken to mean that all customers are satisfied or that everyone understands how to raise concerns. We therefore support BCHA's continued focus on making it as easy as possible for customers to provide feedback or make a complaint where services do not meet expectations.

The Board is pleased to see that BCHA has continued to strengthen its complaints handling by reviewing and publishing its Complaints Policy, completing the annual Housing Ombudsman self-assessment and maintaining compliance with the Complaint Handling Code. We also welcome the introduction of additional opportunities for tenants to share feedback, including feedback cards, feedback boxes and ongoing engagement through tenant meetings and communications.

Looking ahead, the Board supports BCHA's plans to continue raising awareness of the complaints process, provide refresher training for staff and encourage customers to share their experiences so that feedback continues to drive service improvements.

The Board remains committed to ensuring that complaints are handled fairly, promptly and consistently, and that learning from customer feedback continues to improve our services.

As I step down from my role as Member Responsible for Complaints, I would like to thank the tenants, Board and staff team for their support. It has been a privilege to undertake this important role. From July 2026, Tegan Ryan will become BCHA's Member Responsible for Complaints, and I am confident that she will continue to provide strong oversight of BCHA's complaints service and champion the importance of listening to and learning from customer feedback.