

# BRIDGNORTH HOUSING TRUST

## 2023-24 Annual complaints performance and service improvement report

This report summarises the complaints received by Bridgnorth Housing Trust during 2023-24. It also identifies ways in which we can improve our performance following investigation of the complaints and provides comment from our Board regarding the details of the report.

### 1.1 **1.4.2023 – 31.3.2024 Complaints Summary**

We have received 3 complaints in 2023-24, summarised below:

<b>Date received</b>	<b>Brief description of complaint</b>	<b>Acknowledgement date (including sharing complaints policy)</b>	<b>Full response date</b>	<b>Escalation date</b>	<b>Ombudsman date</b>	<b>Date Closed</b>	<b>Date feedback requested</b>
9.5.2023	Noise and disturbance	11.5.2023	14.6.2023		N/A	14.7.2023	
22.6.2023	Anti-social behaviour	23.6.2023	23.6.2023		N/A	23.10.2023	
8.9.2023	Internal dispute	13.9.2023	24.10.2023		N/A	1.4.2024	

Bridgnorth Housing Trusts position against the Housing Ombudsman complaints code has been reviewed. They will receive a summary of complaints, ahead of Board, and will provide additional scrutiny and oversight of our approach to complaints. The Clerk to the Trustees will be the appointed 'complaints officer' as required in the Complaints Policy. A key focus will be to ensure all team members view complaints as a way to improve services, and deal with them consistently and in an accountable and transparent manner

### 1.2. **Analysis of complaints**

Having received only three complaints in the year, it is difficult to provide a detailed analysis of what we can determine from the complaints, and how we can adjust our services to ensure complaints of a similar nature are not repeated. However, we can identify the following:

All 3 of the complaints relate to impact on a neighbour as a result of anti-social behaviour from another resident. Although the behaviour itself was not as a result of a fault of Bridgnorth Housing Trusts services, the impact is something within our remit to help resolve.

<b>Complaint No.</b>	<b>Conclusion</b>
1	The resident was given notice to leave.
2	No evidence of any anti social behaviour was found.
3	Resolved internally.

### 1.3. **Improvements as a result of complaints**

Collectively, the following improvements are being made to services as a result of complaints:

- A revised complaints policy has been authorised by the Board of Trustees.
- A revised system of logging complaints has now been actioned.
- Template letters to be used at each stage of a complaint.

### 1.4. **Board Response**

Bridgnorth Housing Trust recognises their responsibility in regards to complaints. They acknowledge that all complaints received in the previous year were dealt with in sufficient timescales.

Moving forward each complaint will be dealt with on an individual basis and an appropriate member of the Board will be nominated who will see a complaint to its conclusion.

The Appeals Officer in each individual complaint will be a Trustee who is nominated by the Chair as appropriate owing to the nature of the complaint.