

BIRMINGHAM CIVIC HOUSING ASSOCIATION

Board of Management – Response to Complaints Performance & Service Improvement Report

In February 2025 the Board of Management approved a self-assessment against the Housing Ombudsman's [Complaint Handling Code](#) which sets out the expectations and good practice for effective complaint handling by landlords. We are pleased to say that we fully comply with the code.

The Code requires us to produce an annual Performance and Service Improvement Report, this was also approved by the board in February 2025.

Our self-assessment against the Complaint Handling Code and Performance and Service Improvement Report are available on the complaints section of our website.

The report covers:

- analysis of our complaint handling performance during 2024, including a summary of the types of complaints we received
- performance against target response times
- the service improvements made as a result of the learning from complaints
- our self-assessment against the Housing Ombudsman's Complaint Handling Code for 2024

The report, includes the findings of an audit of complaints by our Member Responsible for Complaints, Mrs Damaris Kanco-Hammond who reported the following:

Following the completion of the recent audit of all complaints, several key observations have emerged. Encouragingly, the majority of complaints received did not escalate beyond the initial stages, demonstrating the effectiveness of our complaint resolution process. A significant proportion of complaints related to external contractors failing to meet satisfactory standards, rather than issues originating within the association itself.

It is reassuring to note that all complaints were addressed within the timelines our complaints policy, with responses provided in a timely manner. Moreover, the investigations into these complaints were conducted with a commendable level of thoroughness, with some recommendations exceeding the standard procedures set out in our policy.

Additionally, it was particularly positive to see a strong emphasis on care in cases where complaints involved instances of poor mental health. The sensitivity and diligence demonstrated in handling such concerns underscore our commitment to tenant well-being.

Overall, I am very satisfied with the complaints handling process. Staff have shown a clear dedication to resolving issues effectively, ensuring that tenants receive the support they need. This report reflects their positive attitude and thorough approach.

The Board of Management is pleased to note that complaints were resolved and none escalated to the Housing Ombudsman.

We welcome feedback from tenants and strive to get things right first time, however, if things go wrong we remain committed to putting matters right as quickly as possible and learning from our mistakes.

During 2025 we will continue to closely monitor complaints to ensure tenants are listened to and that we further improve our service.