

Appendix 2 – Analysis of complaint handling performance 2024-25.

	Quarter 1 - Apr-June 2024					Quarter 2 - July-Sept 2024					Quarter 3 - Oct-Dec 2024					Quarter 4 - Jan-Mar 2025				
No of Complaints	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total
Received	40		8		48	30		5		35	21		8		29	43		9		52
	No.	%	No.	%		No.	%	No.	%		No.	%	No.	%		No.	%	No.	%	
Responded to in full	40	100	8	100	48	30	100	5	100	35	21	100	8	100	29	43	100	9	100	164
Upheld	9	23	2	25	11	5	17	1	20	6	3	14	0	0	3	5	12	2	22	27
Partially upheld	14	35	4	50	18	12	40	0	0	12	11	52	2	25	13	13	30	2	22	58
Resolved	40	100	8	100	48	30	100	5	100	35	21	100	8	100	29	41	95	9	100	50
Not upheld	17	43	2	25	19	13	43	4	80	17	7	33	6	75	13	25	58	5	56	79
Outcome to be confirmed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	100	9
Responded to within timescales	39	98	8	100	47	27	90	5	100	32	19	90	7	87.5	26	41	95	8	89	154

**Breakdown of Complaints by Service Area**

Type	Number
Repairs / Property Maintenance	38
Neighbourhood Management	96

## Learning from Complaints Received

### You said

Property Maintenance appointments are re-arranged or cancelled without letting residents know. The wrong trade arrives, or operative is not aware of the work required.

Outstanding repairs on Property Maintenance complaints

Perception that the BCP Homes tenant did not receive enough support with his application and throughout the Mutual Exchange process.

Lack of communication with major projects such as decanted properties.

### We did

We have recruited and upskilled Planners. Guidance has been provided to Planners and Helpdesk staff on the importance of communicating effectively with all residents and discussed in monthly meetings.

Daily Complaints tracker implemented within DRS to give Manager improved visibility of any ongoing complaints

We should be providing support and guidance to tenants throughout the exchange process and consider any specific vulnerabilities and needs, consideration of this should be included in the review. The Mutual Exchange policy is being revised.

A tailored communication plan agreed at the start of any major project, with clear expectations set out at the beginning of the project with the resident and any concerns heard and an approach agreed.

## Complaints made to the Housing Ombudsman

### Ombudsman complaints

New complaints received	13
Determinations received	11
Yet to be determined	4

In 2024-25, BCP Homes received 13 new requests for information from the Housing Ombudsman on complaints that have been through our two stage complaints process.

Lesson learned	Action
Improvements re the way the complaints are handled	Ongoing
Don't delay referral to mediation. update risk assessment if complaint significantly changes. record decisions about not taking legal action. keep complainant updated. initial assessment fine. pet issue, offer of support and moving all good.	Meeting with staff
Complete all minor works following adaptations in a timely manner. respond to complaints on time or set out to resident why more time is needed. adhere to reasonable adjustments agreed.	Provide feedback to staff. monitoring of adaptation requests.
Refresher training to all staff who deal with complaints	Email sent with training video, key documents, timescales, and a link to an e-learning module to complete that is available via the housing ombudsman's website.
To review its record keeping practices so accurate, accessible and complete.	Recording keeping and saving of communication on systems.
It is recommended that the landlord ensures that there is cover from other staff when a resident's housing officer is absent from work for an extended period of time.	Cover when Housing Officer on leave/ off sick