

# **BUSHBURY HILL ESTATE MANAGEMENT BOARD LIMITED**

## **Complaints Report**

### **For Information**

#### **1.0 Purpose & Background**

The purpose of this report is to detail the number and nature of complaints received during the year 2023 - 2024 and the stage at which they were completed; the target for stage 1 is 10 days and Stage 2 is 28 days.

The Annual complaints report can assist in the Board identifying complaints trends and to consider areas we can learn and improve services to ensure that we retain a positive complaint handling culture within the organisation.

#### **2.0 Number and Nature of Complaints**

There were two formal complaints, and eleven MP enquiries received during the period April 23 – March 2024.

One complaint for 2023-24 mentioned both allocations and staff so has been recorded as 1\*.

The nature of the complaints received were as follows:

	<b>Complaint 2023-24</b>	<b>MP Enquiry 2023-24</b>
Allocations/Housing	1*	1
Succession		3
Lodger in possession		1
Support for lodger in possession	1	
Repairs		3
Messy garden		1
Property infestation		2
Property improvements		
Fencing		
Staff	1*	
Other*		

### **3.0 Stage of Completion**

#### 2023-2024

One of the two complaints received during this year was resolved at Stage 1

The other complaint moved to stage 2.

Both complaints were acknowledged within 5 working days and each stage was responded to within policy timescales, the stage 2 complaint panel was made up of 3 people there was external representation from CWC with extensive knowledge of the Council's allocations policy, a tenant Board member and the Chief Officer.

MP enquiries come to us via email; therefore, are responded to as soon as they are received. We are not required to follow the procedures laid out in our complaints policy for Councillor Enquiries, but record these for learning purposes.

### **.4.0 Satisfaction with How we deal with Complaints.**

Satisfaction surveys are sent out at the end of the complaints process to the complainant, to date non have been completed and returned to us.

The year end Accuity data on TSM satisfaction showed that satisfaction with complaints was low with only 42% been satisfied and 40% been unhappy, this is confusing and suggest that we need to do some work on the definition of a complaint from the tenant's perspective.

### **5.0 Trends and improvements**

The number of complaints this year have remained low. With such a low number of official complaints, it is difficult to look for trends in data.

The majority of complaints and MP enquiries 2 and 5 respectively relate to the Council's Allocations policy rather than a failure in service , however, we think it is important for complainants to have their voice heard and the opportunity to better their understanding on the legalities of the allocations policy and therefore accepted the complaint.

Bushbury Hill EMB, completed the Complaints handling Code self-assessment in January and complied in all areas at that time.

The new 2024 code was then released and there will be a legal duty placed on the Ombudsman to monitor compliance with the Code. For the first time, this means landlords will need to submit their self-assessment annually to the Ombudsman. The timing of the annual submission to the Ombudsman has been aligned with the Regulator of Social Housing's requirements for the publication and submission of Tenant Satisfaction Measures (TSM) outcomes and will be 30<sup>th</sup> June 2024 for landlords with over 1000 homes. The self-assessment must also be published on the landlord and the EMB's websites so that tenants can easily access it.

Bushbury Hill will assess against the new Code and review their policy and procedures to ensure that we remain compliant by the submission deadline of 30<sup>th</sup> June 2024.

The board and team will work with tenants to understand the low satisfaction levels and definition of a complaint from the tenant's perspective and raise awareness of our complaints policy and procedure.

We will continue to monitor complaints for any potential trends and look for ways in which we can improve our service going forward.