

BRIDGNORTH HOUSING TRUST

2024-25 Annual complaints performance and service improvement report

This report summarises the complaints received by Bridgnorth Housing Trust during 2024-25. 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 1.4.2024 – 31.3.2025 Complaints Summary

We have received **6** complaints in 2024-25, summarised below:

	Date received	Brief description of complaint	Acknowledgement date (including sharing complaints policy)	Full response date	Escalation date	Ombudsman date	Date Closed	Date feedback requested
1.	10.05.2024	Noise and disturbance	13.05.2024	20.05.2024	On 24.06.2024	n/a	01.07.2024.	
2.	11.07.2024	Resident dispute	11.07.2024	15.07.2024		n/a	15.07.2024	
3.	12.07.2024	Anonymous caller and anonymous letter targeting a resident	15.07.2024	15.07.2024		n/a	15.07.2024	
4.	24.07.2024	Noise and disturbance	25.07.2024	25/07/2024	01.08.2024	n/a	19.08.2024	
5.	26.08.2024	Welfare concern	26.08.2024	26.08.2024		n/a	26.08.2024	
6.	07.08.2024	Anti-social behaviour	07.08.2024	27.08.2024		n/a	29.08.2024	

Bridgnorth Housing Trusts position against the Housing Ombudsman complaints code has been reviewed. All complaints are brought to Trustees attention under Clerks Report at full Trustees Meetings. They will provide additional scrutiny and oversight of our approach to complaints. As the Clerk to the Trustees is the appointed 'complaints officer' 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 **six** 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 six 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.

Complaint No.	Conclusion
1	No proven evidence – no further action.
2	Resolved internally by written communication
3	No further action due to complainant being anonymous
4	Resolved internally.
5.	Communication sent to residents
6.	Resolved internally by written communication

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 year 2024/2025 were dealt with in sufficient timescales.

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.