

Complaints - how did we do?

Formal Complaints

145

Received

92%

Investigated within
timescales

86%

resolved at
stage 1

20

complaints
stage 2

83%

stage 1
upheld

85%

stage 2
upheld

Service Requests

379

Service
Requests

68%

Service Requests
resolved

Escalated to Housing Ombudsman

7

Complaints

0

Non compliance with
complaint handling
code

Reasons for complaints

48 Repairs

16 Attitude

28 Communication

14 Grounds Maintenance

22 Policy Decisions

11 Planned work delays

20 Damp & Mould

7 ASB case handling

0

Complaint exclusions: where legal proceeding have started, personal injury, issues occurred more than 12 months ago

Some changes we have made

Notice of upcoming work

We have changed our process to ensure customers get plenty of notice before any large or planned works begin.

Formal Housing Officer Handover

We've created a formal handover process for when there's a change in housing officers

Improved Scaffolding Notifications

Better communication with customers and neighbours when scaffolding is being set up.

Consultation Training

We've introduced training to help our team better understand how to consult with shared owners and leaseholders about planned works in blocks.

New Developments Checks

We've updated our procedures to cross-check drawings with site works at every stage of new developments.

Contractor Performance Reviews

We now regularly review and meet with our contractors to ensure their service delivery, compliance, and customer service standards meet our expectations.

Reviewed Lettings Procedure

We've updated our lettings procedure to ensure any ongoing or recent damp and mould issues are communicated to new tenants.

Improved ASB Procedure

We've updated our anti-social behaviour procedure to ensure we continue addressing issues even after properties are vacated.

building vibrant communities together

How do customers rate bdht?

65%

of customers who made a formal complaint were satisfied with how the case was handled

69%

of customers who made a service request were satisfied with how the request was handled

48%

of ALL customers were satisfied with how bdht handle complaints.

The average satisfaction for other Housing Associations is **38%**

“The Board are happy with the progress on complaints, we are achieving good levels of satisfaction and can see an improvement year on year. We take complaints very seriously and scrutinise them at every meeting.

There has been good progress with recommendations, we monitor them regularly, ensure they are implemented in a timely manner and that any trends that emerge are addressed. We are satisfied that we are compliant with the complaint handling code and are encouraged by the improvements we are seeing.” *Liz Nembhard, Board Member responsible for Complaints.*