

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 23-24

A REVIEW OF COMPLAINTS AT BOSCOMBE ROTARY AND INNER WHEEL HOUSING ASSOCIATION LIMITED IN 2023-2024

During 2023 to 2024 we received **0** complaints from **21** residents living in the **3** homes owned by **BOSCOMBE ROTARY AND INNER WHEEL HOUSING ASSOCIATION LIMITED**.

- **0** complaints related to our repairs and maintenance service.
- **0** complaints related to how we dealt with anti-social behaviour issues.
- **0** complaint related to rents and utility supplies after moving into a new home.
- **0** complaint additionally related to how we dealt with rent.

In **100%** of the cases, the complainant was satisfied with Boscombe Rotary and Inner Wheel Housing Association Limited reply at Stage 1 of the Complaints Policy and they did not ask for their complaint to be escalated to Stage 2.

No Complaints escalated at Stage 2

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

Learning from complaints to improve services

Issue	Learning point
None	None

Conclusions:

The complaints we received covered a range of minor issues, but there are no common themes of dissatisfaction which we resolved.

We should be easy to contact via telephone on **01202 300601 (Northwick House)** or **01202 429599 (Stourwood House)** and always reply to an email within 24 hours.

We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know at **01202 300601**

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 1/11/2023 - 31/10/2024 the Board received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned and managed by **Boscombe Rotary and Inner Wheel Housing Association Limited**.
- An update to the complaints policy for residents living in homes owned and managed by **Boscombe Rotary and Inner Wheel Housing Association Limited** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **Boscombe Rotary and Inner Wheel Housing Association Limited** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **Boscombe Rotary and Inner Wheel Housing Association Limited** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **Boscombe Rotary and Inner Wheel Housing Association Limited** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 23/24. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **Boscombe Rotary and Inner Wheel Housing Association Limited** values is 'we learn'. As a small provider owning and managing 3 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, **Boscombe Rotary and Inner Wheel Housing Association Limited** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.