

Date: June 2024

Title: Berry Brook Homes annual complaints performance and service improvement report

Author: Amy Griffiths, Service and Compliance Officer

Purpose: for information

Foreword: - Nominated Board complaints champion

The below report provides a fair representation of the complaints received by Berry Brook Homes during financial year 23/24. Berry Brook Homes takes all appropriate steps to manage, mitigate and learn from complaints. In addition to the below, the Berry Brook Homes Board are provided with an annual report of complaints received every January as well as bi-monthly reports to our nominated Board complaints champion. Bimonthly reports are also provided care of our Key Performance Indicators. At the time of publishing our nominated complaints champion had resigned their post as Non-Executive Director and I am custodian of the role until such time that a new champion is appointed.

Fred Wright

1. Introduction

Berry Brook Homes monitors all formal complaints and their outcomes, and presents these, along with any lessons learned, to its Board on a bimonthly basis via the Complaints Champion board member.

2. Complaints

Over the past 12 months, three formal complaints have been received. An overview of the nature of the complaints and their outcomes are displayed below.

Stage of complaint	Complaint	Outcome	Lessons learned
Stage 1	Extended delays in the completion of repairs	Complaint upheld and compensation paid to tenant. Repairs closely monitored to ensure completion.	After investigation, it was found that the repair was repeatedly sent to the wrong contractor. Work was undertaken to ensure that repairs operatives are reading the repair report in full before allocating the job to ensure it is sent to the most appropriate

			contractor in the first instance.
Stage 1	Concern raised that a gas leak was not responded to promptly and appropriately. Additional concerns that, without prompting, Berry Brook Homes would not have acted on the wider issue of leaking condense pipes.	Not upheld – Berry Brook Homes response was fast, thorough and appropriate, with a well-coordinated plan constructed and implemented to tackle with wider issue within days of discovery.	None – Berry Brook Homes acted swiftly and without prompting.
Stage 1	Delays in responding to repairs.	Not upheld – multiple attempts were made through various channels to contact the tenant, none of which were responded to. Therefore, the complaint was closed.	None

3. Changes in the complaints process

To ensure that all complaints can be reviewed and responded to in an objective and unbiased manner, the complaints process has been updated to include that any member of staff involved prior to the complaint being made cannot also be the lead when writing the formal complaint response. The Stage 1 complaint response will be completed at officer level, which then allows for the senior manager to complete a Stage 2 response should it necessary.

Due to the small size of the organisation, there is not the capacity within the staff team to have the Stage 1 and 2 responses completed by two separate managers, hence the need for the Stage 1 response to be completed at an officer level.

4. Conclusion

Berry Brook Homes continually reviews its practices around the handling of complaints and actively seeks feedback from tenants regarding this process to understand avenues of improvement.