



Birmingham Jewish Housing Association Ltd

Complaints Performance Report – Response from the Board

We have not published our Complaints Performance Report before, but we do welcome it because it gives us an excellent opportunity to reflect and investigate areas where our services do not meet the standards our tenants expect.

Although the number of complaints this year were slightly higher than usual, we are pleased to see that our tenants feel confident to share their concerns with us and trust that we will put things right.

We will endeavour to learn from any mistakes; to continually improve the services we provide to our tenants.

We acknowledge that there is further work to be done, but having recently appointed a new Housing Manager, we are confident that we will further develop a Complaints Process that includes fair and equitable outcomes, where we have failed to meet expected standards of service.

Philip Linz
BJHA Chair