



Birmingham Jewish Housing Association Ltd

BJHA Annual Complaints Performance and Service Improvement Report for 2024

We received two complaints about our Housing Services in the year from January 2024 to December 2024. This is on par with previous years.

Both complaints were resolved within our complaint handling timescales.

We realise that this is a low number of complaints, so measures are now in place to ensure tenants understand the process of making a complaint. We have also explained that a complaint can be defined as any dissatisfaction with our services or actions/lack of action taken by staff.

Types of complaints

- The complaints were made directly by the tenant or a relative
- All complaints were resolved at Stage One of our complaints process
- No complaints were escalated to the Housing Ombudsman

Lessons Learned

Our Complaints Log reveals a key lesson learned from tenant complaints, which can inform future service improvement.

- Effective communication mitigates escalation
 - *Example:* Unpleasant smell from neighbouring flat – by providing a clear explanation about ongoing support efforts helped resolve the issue amicably
 - **Lesson:** Transparent and empathetic communication often resolves complaints without further action

We want to ensure that our tenants let us know if they are dissatisfied with our services or feel that they can tell us if we could do something better. We hope we can encourage this by talking about complaints much more and increasing the number of ways our customers can make a complaint.

We will be holding quarterly Tenants' Meetings, when they will have an opportunity to discuss any concerns with management and Board Members.

BJHA will also use these meetings to discuss any proposed changes to the organisation or services provided.

We will produce a “You said, we did” poster to display on the Notice Board detailing the action BJHA have taken over any issues raised by tenants.

Changes we will make during 2025

- Undertake a review of our Complaints, Comments and Compliments Policy
- Develop a new ‘easy read’ complaint process for customers
- Improve the information on our website around complaints, including the addition of an online/downable form
- Arrange quarterly Tenants’ Meetings
- Display a “You said, we did” poster on the Notice Board