



Birmingham Jewish Housing Association Ltd.

Board Response to the Annual Complaints Performance and Service Improvement Report 2025

BJHA has reviewed the Annual Complaints Performance and Service Improvement Report for 2025 and is satisfied that complaints are being handled in line with the Housing Ombudsman's Complaint Handling Code.

During the reporting period, nine complaints were received and all were resolved at Stage One, with no escalations to Stage Two and no referrals to the Housing Ombudsman Service. All complaints were acknowledged and responded to within the published timescales.

The increase in complaint numbers is considered to reflect improved awareness of the complaints process and greater confidence among tenants in raising concerns.

The report highlights key learning areas, particularly the importance of communication, accessibility of the complaints process and improvements to repairs co-ordination and contractor responsiveness.

BJHA supports the proposed Service Improvement Plan, including:

- reviewing the Complaints, Comments and Compliments Policy
- redeveloping the website to improve accessibility and access to information
- introducing improved digital access to complaints services
- monitoring repairs performance and contractor accountability more closely

Progress against these actions will continue to be monitored through regular reporting and review arrangements.

BJHA remains committed to learning from complaints and tenant feedback to improve services and ensure residents receive a responsive and accessible service.

Approved by the Board of Management

BJHA Ltd

Date 14 May 2026