



Birmingham Jewish Housing Association Ltd.

BJHA Annual Complaints Performance and Service Improvement Report for 2025

Overview

Between January 2025 and December 2025 BJHA received a total of nine complaints, all of which were addressed at Stage One of the complaints procedure. No complaints were escalated to Stage Two and no complaints were referred to the Housing Ombudsman Service for investigation.

Overall, complaint volumes remain low, reflecting a generally positive service experience by our tenants and their relatives or representatives.

There is a small increase in complaints compared to previous years, which we attribute to improved tenant awareness of the complaints process and clearer communication that a complaint includes “any expression of dissatisfaction” with our services or actions/lack of action taken by staff.

Our easy read process for raising a complaint is displayed on our Notice Board and is available on our website to ensure accessibility.

Please note that the organisation’s website is currently being redeveloped to enhance accessibility and make information easier to find. We aim to launch the new website in June 2026.

Key Performance Metrics

- Total complaints received: **9**
- Percentage acknowledged within timescale: **100%**
- Percentage responded to within timescale: **100%**
- Overall compliance with Complaint Handling Code: **100%**
- Number of complaints upheld: **0**
- Number of complaints partially upheld: **1**
- Number of complaints not upheld: **8**

All complaints were handled and resolved within published timescales, demonstrating full compliance with our internal policy and the Housing Ombudsman’s Complaint Handling Code.



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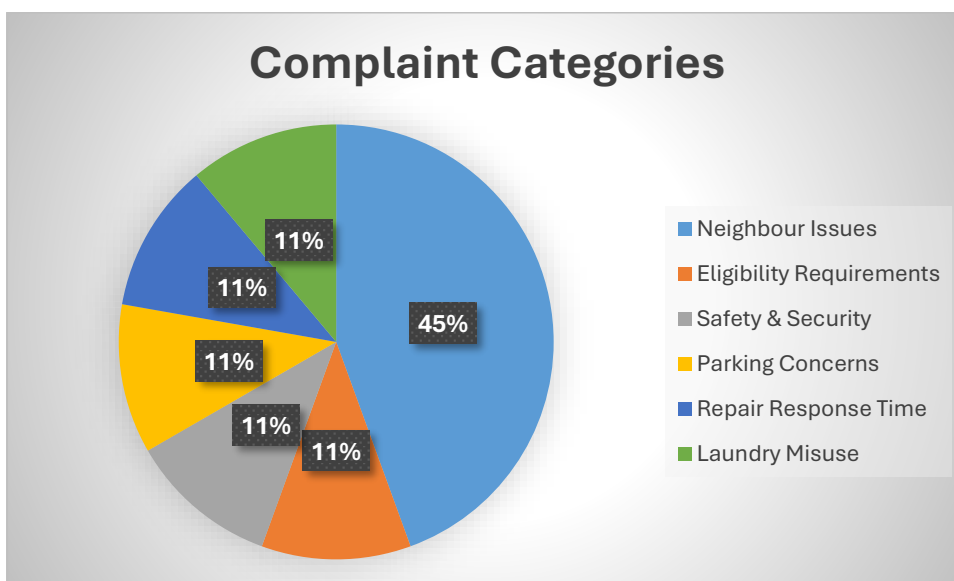
Complaint Handling Stages

- Stage One resolution rate: **100%** (9 out of 9 complaints)
- Stage Two escalation rate: **0%**
- Cases referred to the Housing Ombudsman: **0**

This indicates that issues are being resolved promptly and effectively at the earliest stage, minimising escalation and tenant inconvenience.

Types and Sources of Complaints

- 100% of complaints were made directly by tenants
- No complaints were received via third parties or representatives



Summary

A large proportion of complaints involved disputes between tenants, which fall outside direct service delivery, but still require management and support from the organisation.



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Lessons Learned and Service Insights

Our Complaints Log demonstrates that even a small number of complaints can provide valuable service insights.

Key Learning Theme

- The importance of visibility, accessibility and trust in the complaints process
- Communication is as important as service delivery

Performance Insight

- The increase in complaint numbers is viewed as positive engagement, rather than service failure, indicating that tenants feel more confident raising concerns in the knowledge each one will be dealt with promptly and fairly.

Improvement Opportunity

- Continue to broaden access and communication channels to ensure all tenants can easily raise concerns
- Improving repairs co-ordination and updates

Tenant Engagement and Feedback Mechanisms

We actively promote tenant involvement in service improvement:

- **Quarterly Tenants' Meetings**
 - Average attendance rate: (45%)
 - Provides direct access to management and Board Members
 - Enables discussion regarding service changes and emerging issues
- **"You said, we did" initiative**
 - Demonstrates responsiveness and accountability
 - Provides visible evidence of service improvements driven by tenant feedback

Due to the small number of tenants, a formal scrutiny panel is not currently in place. However, feedback is gathered informally following complaint resolution.

We hold quarterly Tenants' Meetings, when they will have an opportunity to discuss concerns or any service improvement plans with management and Board members.



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Minutes are distributed for those unable to attend to ensure everyone is kept updated.

BJHA also uses these meetings to discuss any proposed changes to the organisation or services provided. We distribute Minutes of those meetings to all tenants, so those unable to attend are kept updated.

Tenants are encouraged to share service improvement suggestions.

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

Lessons Learned

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

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.

Early resolution prevents escalation. All complaints were resolved at Stage One, demonstrating the value of timely engagement.

There have been ongoing issues with the contractor’s responsiveness, including delays in responding to repair requests and failures to attend appointments within the agreed timescales.

Aligning with expectations set by the Housing Ombudsman Service, we will continue to review and refine our approach to ensure tenants receive a high quality, responsive service.



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Service Improvement Plan

Improvement Area	Action	Responsible Person	Timescale	Success Measure
Complaints Policy	Undertake a review of our Complaints, Comments and Compliments Policy	Housing & Business Manager	Jun 2026	Completion and publication of an updated policy that aligns with regulatory guidance and is communicated to staff and residents.
Launch new website	Redevelopment of current website to provide easier access to information	Housing & Business Manager	Jun 2026	Improved website accessibility and usability, demonstrated through compliance with accessibility standards, easier navigation for tenants and positive feedback
Repairs	Close monitoring of repair response times. Reassess contractor performance and explore alternative providers to ensure a more consistent and timely repairs service	Scheme Manager	Jun 2026	Improved contractor performance, demonstrated through timely completion of repair requests, reduced missed appointments, and higher resident satisfaction scores.
Digital access to complaints services	Introduce an online complaints form and provide a downloadable version	Housing & Business Manager	Jun 2026	Positive feedback



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Progress against this plan will be monitored through:

- Quarterly management reviews
- Reporting to the Board
- Ongoing tracking of complaint trends and themes

Conclusion

Although complaint volumes remain low, BJHA recognises the importance of using complaints as a valuable source of insight.

This plan demonstrates our commitment to:

- Learning from resident feedback
- Improving service delivery
- Aligning with expectations set by the Housing Ombudsman Service, we will continue to review and refine our approach to ensure residents receive a high-quality, responsive service