



Birmingham Jewish Housing Association Ltd

BJHA Annual Complaints Performance and Service Improvement Report for 2023-2024

We received seven complaints about our Housing Services in the year from April 2023 to March 2024. This is a slightly higher number than usual.

All seven complaints were resolved within our complaint handling timescales.

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 several key lessons learned from tenant complaints, which can inform future service improvement.

1. Effective communication mitigates escalation

- *Example:* Noise complaint (log 1) – 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

2. Leadership involvement can expedite solutions

- *Example:* Broken shower seat (log 2) – Chairman's intervention led to a quick resolution
- **Lesson:** Trustees involvement in unresolved or sensitive cases can lead to faster and more satisfactory outcomes

3. Agency oversight is crucial

- **Example:** Complaint against care agency (log 3) – Required sustained liaison between agency and tenant
- **Lesson:** Close monitoring of third-party service providers is essential to maintain quality and respond to issues promptly

4. Evidence based investigation helps to prevent misunderstanding

- **Example:** Lost property (log 4) – CCTV review found no evidence of any wrongdoing
- **Lesson:** Use of objective evidence such as CCTV is valuable in resolving disputes and maintaining trust

5. Service provider performance must be monitored

- **Example:** Call centre delay (log 5) – Provider was reminded of protocols
- **Lesson:** Regular reminders and performance checks are necessary to ensure service standards are upheld by partners

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 the 2024/2025 year:

- 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