



BSHCIC Annual Complaints Performance and Service Improvement Report

Reporting Period: 1st October 2024 to 30th September 2025

Prepared by: Yvonne Lee

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1. Summary

This report provides an overview of complaints received within the Supported Housing Service during the reporting period 1st October 2024 to 30th September 2025. It evaluates complaint trends, response performance, key themes, and service improvements made as a result of feedback.

The purpose of this report is to ensure transparency, promote learning, and improve service delivery for residents living within supported housing schemes.

During this reporting period:

- Total complaints received: **1**
- Stage 1 complaints: **0**
- Stage 2 complaints: **0**
- Complaints upheld: **0**
- Complaints partially upheld: **0**
- Complaints not upheld: **0**

Overall, complaints were primarily related to **lack of understanding on how to use a heating system and wanting a heating system to do something a heating system is not designed to do**. Actions have been taken to address these concerns and strengthen service quality.

2. Complaints Handling Framework

Complaints are managed in accordance with the organisation's Complaints Policy and the principles of the Housing Ombudsman Service Complaint Handling Code.

The complaint stages are:

Stage 1 – Initial Complaint

- Acknowledged within **5 working days**
- Response provided within **10 working days**



Stage 2 – Review / Escalation

- Escalated complaints reviewed by senior management
- Response provided within **20 working days**

Residents who remain dissatisfied may refer their complaint to the **Housing Ombudsman Service**.

3. Complaints Overview

Category	Number
Total complaints received	1
Stage 1 complaints	0
Stage 2 escalations	0
Complaints upheld	0
Complaints partially upheld	0
Complaints not upheld	0

Comparison with Previous Year

Year	Complaints
2024–2025	N/A
2025–2026	0

4. Complaint Categories



Complaint Type	Number	Percentage
Repairs and maintenance	0	0%
Staff conduct	0	0%
Communication issues	1	1%
Anti-social behaviour management	0	0%
Housing management	0	0%

5. Complaint Handling Performance

Performance Measure	Target	Achieved
Stage 1 responses within timeframe	100%	100%
Stage 2 responses within timeframe	100%	100%
Complaints acknowledged on time	100%	100%

Overall performance shows **strong** compliance with internal complaint response targets.

6. Learning from Complaints

Key learning points identified during this reporting period include:

- Need for improved communication with residents' family re how a heating system works and to maybe include diagrams to aid understanding.



Learning outcomes have been shared with staff through:

- Team meetings
 - Staff training sessions
 - Policy reviews
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7. Service Improvements

As a result of complaints received, the following improvements have been implemented:

1. Policy Review

- Complaints policy reviewed to align with Ombudsman guidance.
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8. Resident Feedback and Engagement

Residents are encouraged to provide feedback through:

- Complaints
- Compliments
- Property visits
- Support provider meetings

Feedback is used to support continuous service improvement and ensure residents' voices are heard.

9. Future Service Improvements (2026–2027)

Planned improvements include:

- Quarterly complaint review meetings
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10. Conclusion

Complaints provide valuable insight into residents' experiences and help identify areas for improvement. BSHCIC remains committed to handling complaints fairly, learning from feedback, and improving services for residents.

This report demonstrates our commitment to transparency, accountability, and continuous service improvement.

