



BSHCIC Board Response to the Annual Complaints Performance and Service Improvement Report 1st October 2024 to 30th September 2025.

The Board has reviewed the **Annual Complaints Performance and Service Improvement Report for the period 1st October 2024 to 30th September 2025** and acknowledges the importance of a transparent, fair, and accessible complaints process for residents living in exempt supported housing.

The board recognise that complaints or service requests provide valuable feedback on the quality of services delivered and present important opportunities to improve outcomes for residents.

The report has provided the board with assurance regarding:

- The **number and type of complaints received**
- **Trends and recurring themes** identified during the reporting period
- The **timeliness and effectiveness** of complaint handling
- Actions taken to ensure **learning and service improvement**

The Governing Body notes the steps taken by management to strengthen complaint handling, including improvements to communication with residents, enhanced monitoring of response times, and actions taken to address the underlying causes of complaints where identified.

The Board are satisfied that complaints have been managed in line with the organisation's **Complaints Policy**, and that appropriate investigations and responses have been carried out where applicable.

The board welcomes the focus on **learning from complaints and using resident feedback to inform service improvements**. The Board will continue to monitor complaints performance to ensure that:

- Residents feel **safe and confident raising concerns**
- Complaints are handled **fairly, promptly, and transparently**
- **Lessons learned lead to meaningful improvements in services**

The board remains committed to supporting a culture of **openness, accountability, and continuous improvement** across the organisation.