

Bromford (Governing Body) Board Response 2024

“We invest in homes and relationships so people can thrive – in doing so we encourage customer feedback, including complaints; this helps tell us when we are getting things right, and also when we get it wrong. This insight is used to help develop and improve our services and therefore both the assessment against the Housing Ombudsman's Complaint Handling Code and the annual complaint handling and service improvement report are important documents to assess progress.

Dame Sandra Horley, Chair of CCIN and member responsible for complaints (MRC) has had the opportunity to scrutinise the annual complaints performance report and self-assessment.

The Board has reviewed the annual complaints performance report and self-assessment and confirm that it is an accurate, fair and reasonable assessment of our complaint handling in 2023/24. Within the annual complaints report it details the types of complaints that we received and the lessons learnt that have been undertaken to improve our services.

As has been the case this year, the board will continue to receive reports on both complaint performance and our improvement agenda each month and will work closely with our involved customer group, CCIN, to review progress to ensure the necessary improvements are delivered.

If you would like to support us with this work then please do get involved - we are currently recruiting for more customers to get involved in ways that works for you, whether that is through surveys, attending online meetings or by joining the Customer and Communities Influence Network, where customers regularly meet with the Board to discuss issues. If you want to get involved please search our website for the Customer and Communities Influence Network”.