

## Trustees' statement on complaints – 2025

The Trustees of Blue Pits Housing are committed to ensuring that complaints are handled in accordance with the Housing Ombudsman's Complaint Handling Code, with a focus on fairness, accessibility, timeliness, and learning. The Board recognises that an effective complaints process is essential to improving services and achieving its strategic objective of delivering high-quality accommodation and support.

The Board maintains appropriate oversight of complaints handling and performance. During the reporting period, Christine Ince, Member Responsible for Complaints (MRC), has been supported by Trustee Julie Coates in providing independent scrutiny of the organisation's complaints processes. Both have maintained regular engagement with the Chief Executive Officer, Lynn Collins, and senior leadership colleagues to ensure that complaints are managed effectively and that learning is identified and acted upon.

Complaints performance, trends, and learning outcomes are reported to the Board on a quarterly basis. This ensures that all Trustees have clear visibility of complaint volumes, themes, compliance with timescales, and the effectiveness of remedies, enabling the Board to provide appropriate challenge and assurance.

During the year, a total of four complaints were received. While this represents a low volume, the Board recognises that this may indicate that complaints are not always being identified or recorded in line with the Housing Ombudsman's Complaint Handling Code. This has highlighted the need to strengthen staff awareness and capability in complaint recognition, particularly for new staff at the point of induction.

The Board's governance arrangements include oversight of the annual self-assessment against the Housing Ombudsman's Complaint Handling Code, approval of updates to the Complaints Policy, and consideration of systemic issues and emerging risks identified through complaints. The Board is satisfied that these arrangements support compliance with the Code and drive continuous service improvement.

Notwithstanding this, the Board acknowledges that further improvement is required in the following areas:

- Strengthening staff training to ensure all colleagues can identify, recognise, and appropriately record complaints, in line with the Code's requirement to promote a positive complaints culture and ensure accessibility. This will include embedding complaint recognition and the requirements of the Complaint Handling Code within staff induction processes.
- Enhancing engagement with Tenant Representatives through formal training on the Complaints Policy and procedures, enabling them to effectively support

residents, raise awareness, and ensure that feedback is captured and responded to appropriately.

- Providing targeted training for support staff delivering both housing and social care services, reinforcing the importance of acting proactively where tenants may be unable to engage, and ensuring compliance with statutory obligations. This includes a specific focus on the timely identification and resolution of damp and mould, in accordance with Awaab's Law and the organisation's responsibilities to address hazards within required timescales.

The Board will continue to monitor progress against these areas and ensure that learning from complaints is embedded across the organisation to improve outcomes for tenants.



Signed: \_\_\_\_\_ (Sarah Anderson)

**Chair of Trustees.**