



Broadacres annual complaints performance & service improvement report 2024/2025

Broadacres Board response April 2025

Broadacres' Member Responsible for Complaints (MRC)

Executive Summary from the Chair of the Group Customer Experience Committee (the Member Responsible for Complaints).

As the Member Responsible for Complaints (MRC) for Broadacres my role is to support a positive complaint handling culture. I seek assurance through regular updates on trends and issues which I share with the Boards. These updates also provide insight into how we are performing and how learning from complaints is driving service improvements for customers and business improvements for the group.

Complaint Handling Code Self-Assessment

In April 2025, the Group Customer Experience Committee (GCEC), on behalf of Broadacres Board reviewed the latest Complaints Handling Code (CHC) self-assessment. I am pleased to confirm that following scrutiny by the GCEC Broadacres is fully compliant with the CHC and the Housing Ombudsman (HO) requirements. The Committee is satisfied that the report is a true reflection of Broadacres' approach to complaints and service improvement during 2024-25.

Broadacres' Annual Complaints Performance and Service Improvement report.

The annual report is a culmination of Broadacres complaints performance and service improvement for 2024-25. The Committee receives and reviews the information at each quarterly meeting. The Committee is reassured that complaints information is also received and scrutinised by the Customer Scrutiny Panel (CSP) at their bi-monthly meetings. The Boards receive regular updates, and I have the opportunity to update the boards at every meeting.

The Committee corroborates the information received from complaints with customer feedback via the Tenant Satisfaction Measures (TSMs) and UK Customer Satisfaction Index survey as well as 'Rant and Rave' feedback.

This report covers all the requirements as prescribed by the CHC. The report demonstrates a culture of learning and includes examples of service improvements made following complaints. I can practically see that the organisation applies all aspects of the CHC and am reassured through the recent scrutiny review by our CSP that we continue to learn and listen to our customers on areas where we can improve. They have made several recommendations to the Boards directly to further improve our complaint handling, and these recommendations have now been planned into the year ahead.

Overall, there has been an increase in the number of complaints received compared to the previous year, which appears to be in line with the wider trends within the housing sector and reflects our internal activities. My colleagues strive to resolve complaints to the customers satisfaction at stage one and aim to reduce the number of stage two complaints that are upheld.

Conclusion

The Committee concluded that there is strong evidence to support the annual complaints performance and good examples of how Broadacres has learnt from the complaints received and implemented changes to services as a result.

The Committee also concluded that Broadacres is fully compliant with the HO Complaint Handling Code.

Victoria Tolmie-Loverseed

Broadacres' Board Member Responsible for Complaints