



## **BERKSWELL CHARITIES CIO -5189**

### **ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT APRIL 2024- MARCH 2025**

#### **A REVIEW OF COMPLAINTS AT BERKSWELL CHARITIES CIO IN 2024-2025**

During 2024 to 2025 we received a total of **2** complaints from residents living in the **14** homes owned by Berkswell Charities.

- **No** complaints related to our repairs and maintenance service.
- **No** complaint related to how we dealt with anti-social behaviour issues.
- **No** complaint related to rents and utility supplies after moving into a new home.
- **No** complaint additionally related to how we dealt with rent.

In **7%** of the cases, the complainant was not satisfied with Berkswell Charities CIO reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

#### **Outcomes at Stage 2**

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2024/25.

#### **Residents Perception Survey 2025**

A total of 10 responses were received following the residents perception survey completed in 2025. This represents **72%** of the total number of social housing units managed by Berkswell Charities. 50% of those who responded were very satisfied with the service provided by Berkswell Charities. 70% had repairs carried out in the last 12 months of which 60% were very satisfied and 20% somewhat satisfied. None expressed any dissatisfaction. 80% are of the opinion the homes provided are well maintained and 90% believe the homes to be safe. None stated the homes were not well maintained or unsafe.

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100% of the responses informed the residents know how to make a complaint with 80% residents being satisfied or above to the approach taken to complaints handling. 90% agree Berkswell Charities treated them fairly and with respect.

**Learning from complaints to improve services**

Issue	Learning point
A potential breach of the terms of the residents handbook was raised. It was difficult to determine if the action amounted to anti-social behaviour, or a complaint was difficult to determine. The allegation could, if proven, justify the setting aside the appointment of the resident. It was deemed appropriate that the matter be addressed as a complaint.	To recognise each and every concern raised must be considered and investigated on its own merits before any decisions are made. It was decided that the initial concerns would be logged as a complaint. Through discussions with the resident concerned and regular updates to the complainant the matters were resolved satisfactorily by all parties. The need to ensure all the residents were reminded of the terms of the residents handbook and letter of appointment.
A complaint was raised directly connected to the services provided to the residents. The Trustees determined it was a service issue and not a complaint which led to the stage 2 process as this was not accepted by the resident.	The nature and circumstances surrounding the initial issues raised have encouraged the Trustees to adopt adequate procedures to ensure that the misunderstanding that had arisen would be avoided in the future.

**Conclusions:**

The complaints received arose due to a common theme of dissatisfaction related to:

- Occupancy restrictions
- Use of communal gardens for storage

**Outcome**

**Highlighting the terms of the Letter of Appointment and Residents Handbook**

To ensure the residents are reminded of the terms of occupancy and implications for failing to adhere, regular reminders to all the residents will be sent with specific reference to those areas of the restrictions which could be open to misinterpretation. The Trustees will continue to treat all residents fairly. This is in the best interests of all the residents.

We are keen to know if we fall short and we are grateful for any feedback on our complaints process.

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Please let us know at [clerk@berkswellcharities.org](mailto:clerk@berkswellcharities.org) or by speaking to the Clerk,  
at **07305585770**.

**BERKSWELL CHARITIES CIO**  
**BOARD OF TRUSTEES RESPONSE TO THE**  
**ANNUAL COMPLAINTS PERFORMANCE**  
**AND SERVICE IMPROVEMENT REPORT 2024-2025**

On the **18<sup>th</sup> of March 2025**, the Board of Trustees received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by **Berkswell Charities CIO**.
- An update to the complaints policy for residents living in homes owned and managed by **Berkswell Charities** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **Berkswell Charities** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board at each meeting of the Board of Trustees. **Berkswell Charities** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **Berkswell Charities** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 24/25. This has provided the Board with additional assurance on the accuracy of data on complaint handling. The monthly review at the Board meetings enables the data to be tested and challenged.

One of **Berkswell Charities** values is 'we learn.' As a small provider owning and managing 14 homes the Board considers a summary of each complaint, and the lessons learned from individual complaints. Given our size, **Berkswell Charities** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 24/25. The Board of Trustees will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.