



Trustees' statement on complaints

The Trustees of Blue Pits Housing are committed to ensuring complaints are handled effectively and in a timely manner, as listening and acting upon tenant and stakeholder feedback is a key aspect of our strategic objective to deliver high quality accommodation and support.

The Board routinely examine complaints performance data, however, further focus has been applied this year through the appointment of Christine Ince as the Member Responsible for Complaints ('MRC'),

As part of her role, Christine is in direct communication with our CEO, Lynn Collins, and key Lead staff in the organisation, and updates are provided to the Board at each Ordinary meeting to ensure there is a high awareness of complaint performance throughout the wider group of Trustees. This includes support to the Board with its annual review of compliance with the Housing Ombudsman's Complaint Handling Code, revisions to the Complaints Policy and consideration of emerging risks.

The Board recognise that improvement is needed in the following areas:

- Formal training of all staff to recognise and encourage complaints, in keeping with a positive complaints culture.
- Formal training with our new Tenant Reps to train and create awareness of our Housing Complaints Policy and procedures, with the aim of these being communicated via Tenant meetings and for complaints raised to be fed back into our complaints process.
- Further training with support staff who carry out both social care and housing related support to reiterate the importance of carrying out tasks when the tenant is unable to actively engage with the support being offered. This includes a focus on refuse management to prevent the build up of refuse – the cause of our highest number of complaints during this year.

Signed: _____

(Sarah Anderson)

Chair of Trustees.