



Bahay Kubo Housing Association

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ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

April 2025 to March 2026 Report

1. Introduction

This is our annual complaints report for the period April 2025 to March 2026. It gives our residents clear information about the complaints we've received, the issues raised, and how we responded to resolve them.

While we work hard to provide high-quality services, we recognise that we won't always get everything right. When mistakes occur, we acknowledge them and take steps to put things right. Resident perspectives matter greatly to us, and we regularly share feedback with our Board to help us continually improve the services we provide.

2. Management Committee's response

Seven (7) members of the Board of Management have reviewed and approved this year's Annual Complaints Report.

The Board routinely receives updates on all complaints and ensures that we respond proactively and in line with the Code. We appoint dedicated Complaints Officers to handle investigations so that we remain responsive to our residents' needs.

When a complaint is made, we follow our established policy and procedure. Once an outcome is reached, we reflect on the findings and take any necessary actions. We use these lessons constructively to drive continuous improvements in our services.

3. Annual self-assessment

A copy of our latest self-assessment has been submitted for information.

4. Complaints handling performance

This year, we received two Stage 1 complaints from the same tenant, and no Stage 2 complaints. Both Stage 1 complaints were acknowledged within five (5) working days, and both were formally responded to within ten (10) working days.

Both Stage 1 complaints were made to the Housing Ombudsman directly. The Housing Ombudsman reverted these back to us as a point of order, to comply with our grievance procedure. Following internal investigations, neither complaint was upheld. The result of the internal investigations were sent to the Housing Ombudsman and was accepted with no further action recommended.

Table 1. Summary of complaints received, comparing this year and previous year

Period	Apr 2024 - Mar 2025	Apr 2025 - Mar 2026
Stage 1 Complaints Received	0	2
Stage 1 Complaints Acknowledged within 5 working days	0	2
Stage 1 Complaints Responded to Within 10 working days	0	2
Stage 1 Complaints Upheld	0	0
Stage 2 Complaints Received	0	0

5. Types of complaints received

Two types of complaints were received: One was regarding staff conduct during a property visit, and one was regarding response time and communication following a repair request.

6. Complaints escalated to the Housing Ombudsman Service

During this period, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the complaint handling code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning and service improvements

One of the two complaints received was regarding staff conduct during a property visit. A female tenant alleged that a male staff member entered the property unannounced. Internal investigation showed that the visit was made by two housing officers, a male and a female, and that they were amiably allowed into the property by a different tenant living in the shared accommodation.

While no misconduct was found on the part of the housing officers, this highlighted how necessary it is to be sensitive to gendered dynamics between tenants and housing officers. In response, we revisited our code of conduct and lone working policy, to ensure that staff are aware of the proper conduct during property visits.

The other complaint was regarding the time taken to respond to a repair. While the repair was promptly logged in our system and reported for maintenance within the required timeframes, there was a lack of communication to the tenant about actions taken as it fell during our Christmas holiday break.

This highlighted the need to keep tenants informed of how their repair reports are progressing and who to report to for emergency repairs (directly to our social housing partners), and the need to follow up with tenants if repairs have actually been conducted by

contractors.

In response, a standard operating procedure was drafted for housing officers, which includes more periodic liaising with tenants regarding the status of their repair requests.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via **email**. If they remain dissatisfied, a formal complaint can be made.

Tenants can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Complaints Officer** :

Name: Melly Sorial

Telephone number: 07507217119

Address: Unit 101, Pelican House, 144 Cambridge Heath Road,
Bethnal Green, London, E1 5QJ

Email address: melly@bahaykubo.org.uk

(b) The **Appeals Officer** is:

Name: Sarah Maramag

Telephone number: 07507217119

Address: Unit 101, Pelican House, 144 Cambridge Heath Road,
Bethnal Green, London, E1 5QJ

Email address: sarah@bahaykubo.org.uk

Assistance can be obtained by emailing us at info@bahaykubo.org.uk or calling us on 07507217119. On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents. We also include information within any services correspondence and on our website so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.