



Bahay Kubo Housing Association

Room 101 Pelican House
138-144 Cambridge Heath Road, Bethnal Green,
London E1 5QJ

info@bahaykubo.org.uk

www.bahaykubo.org.uk

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

April 2024 to March 2025 Report

1. Introduction

This is our annual complaints report for the period April 2024 to March 2025. 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 Trustees 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

Period	Stage 1 complaints	Stage 2 complaints
April 2024 - March 2025	0	0

For this year, we are pleased to confirm that we received no formal complaints.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedures and we have provided more information about this in Section 10.

5. Types of complaints received

There are some things we will not deal with through our complaint procedure. These include:

- Where the issue giving rise to the complaint happened, or was first found, over twelve months ago. We will apply discretion where complaints are made outside of this time period where we are given good reasons to do so.
- Where legal action has begun. This is defined as details of the claims, such as the claim form and details of the claim, having been filed at court.
- Matters that have already been considered under the Complaints Policy.
- An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to.
- The first reports of anti-social behaviour (ASB), or ongoing nuisance as part of an existing ASB case. Only complaints regarding the handling of an existing ASB case by us will be logged as a complaint against Bahay Kubo.
- An issue with a decision we have made where there is another procedure to appeal the decision. This includes a dispute about a mutual exchange or succession of tenancy.
- A complaint regarding rent reviews as we follow government guidelines.
- Liability or personal injury claims

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

Although we did not receive any formal complaints, we do not take this for granted.

We have tenant representation on our Board, and their insights have helped us ensure that our Complaints Policy and Procedure is easy to access and clearly understood by all tenant members.

Further details can be found in Section 10 of this report.

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. ###

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