**Battersea Tenants Co-operative Limited**

**Complaints Report**

**For Information**

1. **Purpose & Background**

The purpose of this report is to detail the number and nature of complaints received during the year 2023 - 2024 and the stage at which they were completed; the target for stage 1 is 10 days and Stage 2 is 28 days.

The Annual complaints report can assist in the Board identifying complaints trends and to consider areas we can learn and improve services to ensure that we retain a positive complaint handling culture within the organisation.

**2.0 Number and Nature of Complaints**

There were no formal complaints and no MP enquiries received during the period April 23 – March 2024.

The nature of the complaints received were as follows:

|  |  |  |
| --- | --- | --- |
|  | **Complaint****2023-24** | **MP Enquiry 2023-24** |
| Allocations/Housing |  |  |
| Succession |  |  |
| Lodger in possession |  |  |
| Support for lodger in possession |  |  |
| Repairs |  |  |
| Messy garden |  |  |
| Property infestation |  |  |
| Property improvements |  |  |
| Fencing |  |  |
| Staff |  |  |
| Other\* |  |  |

**3.0 Stage of Completion**

No complaints were received during the year 2023-2024.

.**4.0 Satisfaction with How we deal with Complaints.**

No complaints were received during the year 2023-2024.

**5.0 Trends and improvements**

The new 2024 code is now in place and there will be a legal duty placed on the Ombudsman to monitor compliance with the Code. For the first time, this means landlords will need to submit their self-assessment annually to the Ombudsman. The timing of the annual submission to the Ombudsman has been aligned with the Regulator of Social Housing’s requirements for the publication and submission of Tenant Satisfaction Measures (TSM). The self-assessment must also be published on the landlords websites so that tenants can easily access it.

Battersea Tenants Co-operative will assess against the new Code and review their policy and procedures to ensure that we remain compliant.

The board and team will work with tenants to understand and raise awareness of our complaints policy and procedure.

We will continue to monitor complaints for any potential trends and look for ways in which we can improve our service going forward.