

Response of the BHA Board of Members to the 2024 Complaints self assessment

At the AGM held on 24h April 2025 the Complaints Self Assessment and Complaints Report to residents were considered following compilation of the report and review of our leaflet for residents and complaints policy.

The following comments were made:

- Our Secretary had taken the opportunity offered by the Ombudsman's office to seek one to one advice from the team on any issues, and the timings of the reports and ambiguity of reporting periods were discussed. It had transpired that the Association was wrongly taken to task for a late return when it was in fact early on the basis that small providers did not have to complete a return in year 1.
- We are fortunate that we have only 6 residents, and in a small village environment, everyone was content. We should continue with our annual home and safety checks, including TSMs.
- Members of the Association discussed the new requirement to have an Appeals Officer, and redacted volunteered for this role, while redacted confirmed serving for another year as Complaints Officer.
- It was emphasised that if we had to be reminded about a previously requested service request this could be construed as a complaint.
- We should be clear about recording service requests and following through.
- Secretary to circulate service log on a monthly basis to Property sub-committee.
- We must ensure that we record all complaints separately to service requests, which are already logged and monitored.
- The introduction of the self-assessment, whilst onerous for a small association of volunteers, has moved us up to the equivalent level of a large association in providing a model for us to follow, even though in our experience a complaint appears to be a rare occurrence.

It was also noted that Our electricians were normally very prompt on an urgent call-out, but plumbers who could make a quick call were difficult to find.

BHA April 2025