



**Housing Co-operative Ltd**

# **20/20 Housing Co-operative Annual Complaints Performance & Service Improvement Report**

April 2023 – March 2024

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# About this report

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This annual report is designed to tell you about the complaints we have received this year, and what action we have taken in response to them.

All the information shown relates to the period April 2023 - March 2024, for example complaints made in this period or due for resolution in this period.

To find out more about the service you should expect from 20/20 and BVT as 20/20's managing agent when you make a complaint, please visit: <https://2020.coop/make-a-complaint/>

# Foreword

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## **Response from the 20/20 committee of management, approved on 26 June 2024**

Bournville Village Trust (BVT) has been 20/20's managing agent since 1<sup>st</sup> July 2023. BVT handle complaints about the services it provides to 20/20 tenant members in accordance with 20/20's Complaints Policy. We endorse BVT's self-assessment of how it handles complaints, and the findings of the self-assessment that BVT complies with all aspects of the Housing Ombudsman's Complaint Handling Code. We also approve this annual complaints report.

As a small provider the volume of complaints from 20/20 tenant members that BVT processes is low. However, we are encouraged by BVT's response to the two complaints processed in the year ending March 2024. We note that one complaint has led to a revised process that will ensure BVT picks up responsive repairs promptly regardless of staff absences. We are confident that BVT demonstrates a culture of learning from tenant member complaints and note that the Complaints Management & Learning Group referenced in section 4.3 of the self-assessment is now live, meeting monthly and feeding into BVT's Continuous Improvement Group chaired by BVT's Chief Executive, Pete Richmond. We believe this will be helpful in embedding best practice in complaints handling and learning from complaints.

However, BVT must strive to meet the target it has set itself for 100% of complaints to receive a response in time. We note that one Stage 2 response was delivered late, and would hope that any complaints received next year will receive a full response within the timescales set by the Ombudsman.

# Our Approach to Complaints

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BVT is committed to providing the best service it can to 20/20 tenant members. We want to be told if there has been a problem with a service we have provided or when a tenant member is very happy with something we have done. Complaints, compliments and comments are valuable feedback. It gives us a chance to learn and most importantly a chance to improve services.

To ensure we listen and improve we have a two-stage Complaints process. We want to empower our staff to resolve tenant member dissatisfaction as early in the process as possible and wherever possible without the need for a formal investigation.

- We have aligned our approach to meet the requirements set out in the Housing Ombudsman Complaints Handling Code
- We welcome and value complaints
- Complaints are an opportunity to put things right if we have not got it right
- We aim to learn from complaints
- We regularly report on our complaints' performance on our website
- We provide information about how to make a complaint on the 20/20 and BVT websites
- Complaints are reviewed by BVT's Complaints Management and Learning Group which looks at trends and opportunities to share learning
- BVT reports performance to its Executive Team, Customer and Neighbourhoods Committee and Board of Trustees. 20/20 Committee of Management has appointed repairs officers to be involved in 20/20 complaints
- We seek to continually improve how we respond to and manage complaints

# Complaint Stages

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We aim to find a resolution to dissatisfaction at the first point of contact, however if this is not possible and the issue requires further investigation, then the complaint will be raised at Stage 1 of the complaints process.

## **Stage 1 – Investigating the Complaint (target 10 working days)**

The relevant Manager/Head of Service will investigate the complaint within 10 working days. Wherever we can, we will call or meet with the tenant member in order to get a better understanding of the issues and reach a resolution quickly that the tenant member is happy with.

## **Stage 2 – Independent Review of the Complaint (target 20 working days)**

A tenant member can escalate to Stage 2, an independent review of the Stage 1 decision, where either:

- 1) They feel not all aspects of the complaint were addressed at Stage 1
- 2) If the tenant member feels the response to their original complaint was not fully justified and any wrong has not been properly addressed or rectified.

All requests to escalate to Stage 2 will be accepted. We will work with the tenant member to find out how we can resolve their complaint at Stage 2 and seek to understand why we were unable to resolve the issues previously.

The Independent Review will be carried out by the BVT Director/Head of Service alongside the Head of Business Improvement.

# 20/20 complaints and how we have responded to them

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We promise to deliver a full response to complaints **within 10 working days at Stage 1**, and **within 20 working days at Stage 2**. For more complex investigations, we may need longer, and in these cases we will keep complainants notified of progress.

We also promise to acknowledge in writing all complaints within 5 working days of receiving the complaint.

Only complaints acknowledged and responded to within these timescales, or with a valid reason for extension, are counted as 'in time'.

We received **2** complaints in the period Apr 23-Mar 24, as follows. Both were escalated to Stage 2 of our complaints process.

- One complaint from a tenant member about damp and mould at their home and also a leak from their boiler damaging personal belongings
- One complaint from a tenant member about the time taken to restore hot water at their home, and also failure to fix garden fencing

Both these complaints were responded to in time at Stage 1 - one of them after 12 working days with a valid reason for extension as the 20/20 committee complaints officers were required to sign off the response. At Stage 2, one was responded to in time, the other late.

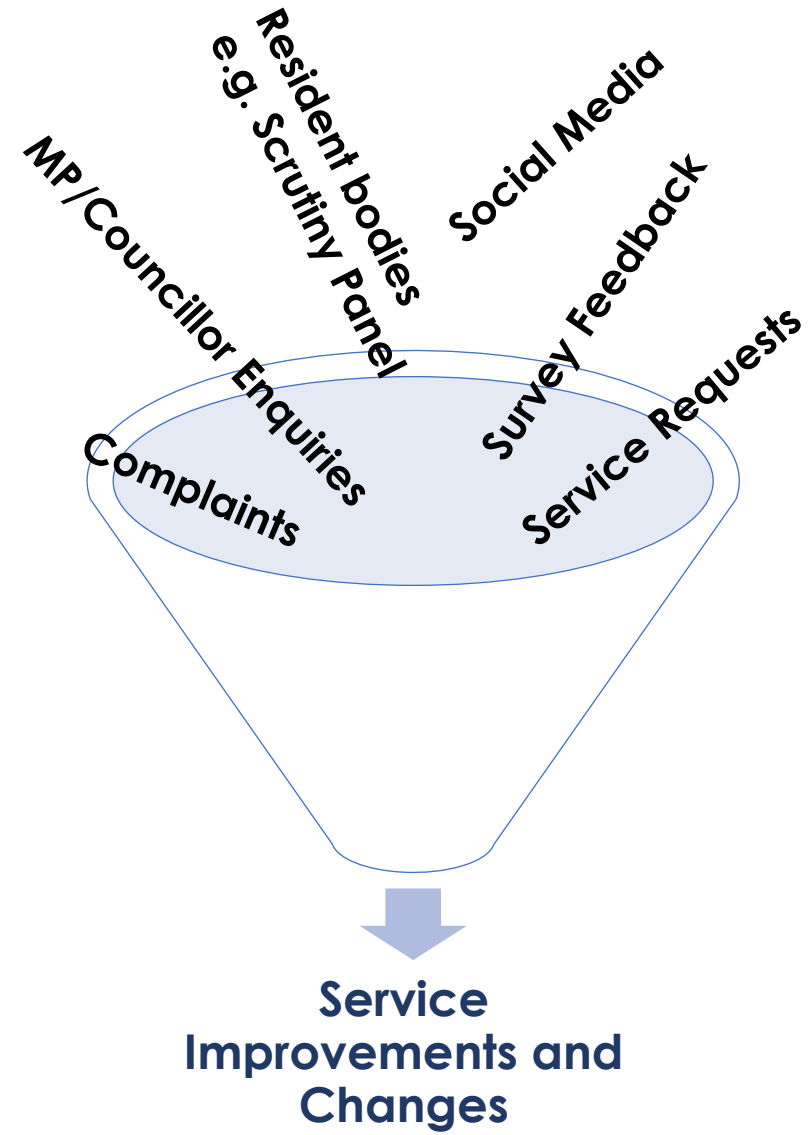
As a result of one of these complaints, a revised process has been put in place for responsive repairs that ensures greater cover for staff absence, ensuring repairs are picked up promptly.

# How we listen to our tenant members' views and act upon them

We make improvements to the services we deliver for our tenant members based on a wide range of feedback. Understanding complaints and feedback will be central to our renewed approach to developing good policy and processes at BVT and provide real insight into how our tenant members are experiencing our services.

For every complaint we receive, the member of staff responsible for investigating the complaint is asked to identify any learnings from the complaint that we should implement to avoid similar issues in the future.

**A Complaints Management and Learning Group** now meets monthly to identify complaints learnings and share best practice on handling complaints; this consists of BVT's Director of People and Performance and staff responsible for handling Stage 1 complaints.



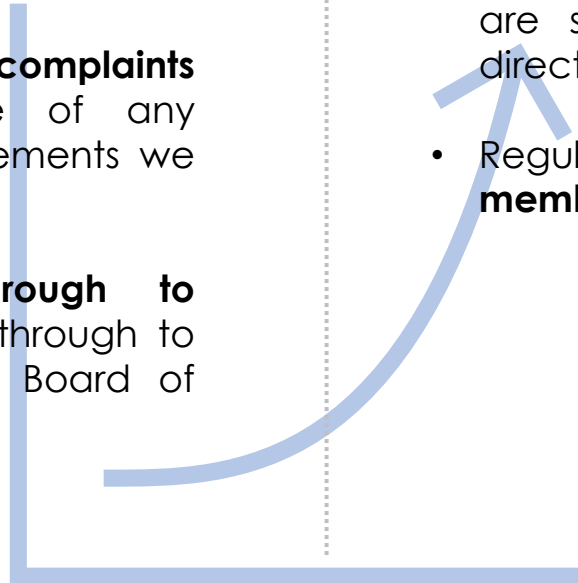
# Our plan for improving complaints handling

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**There are clear actions we need to take to continue to improve our approach to complaints handling:**

- Continue to embed a **positive culture around complaints** and learning from complaints through the work of the Complaints Management and Learning Group.
- Carry-out **root cause analysis** of all service failures reported. We will use this analysis to inform improvements to policies and our processes and inform our Comprehensive Service Reviews.
- Continue to **analyse satisfaction with complaints handling** to understand the cause of any dissatisfaction and identify any improvements we need to make to our processes.
- Continue to **track complaints through to completion** and report late responses through to the Executive Team, Committee and Board of Trustees.

- Renewed **communication with colleagues who are responding to MP/Councillor** enquiries to ensure responsiveness is improved and brought into line with the timescales set out in the Complaints Policy.
- Review our **tenant member service offer** to ensure our approach to service requests and general enquiries is robust and consistent with our approach to complaints handling.
- Continue to carry-out **spot-checks of complaints responses** to ensure they are of good quality and we are sharing our learning with the tenant member directly.
- Regularly **report complaints learnings to our tenant members** through the annual report.





# The Housing Ombudsman and our Self-assessment

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## Housing Ombudsman Complaints Handling Code Self-assessment

Every year we publish our self-assessment of how we perform against criteria for complaints handling set out by the Housing Ombudsman. To view our 2024 self-assessment, [click here](#).

## Housing Ombudsman Material relating to 20/20

No decisions have been made by the Ombudsman on 20/20 complaints in the period April 2023 - March 2024, and the Ombudsman has published no reports in this period on 20/20's performance.



To view the Ombudsman's complaint handling code, click here:  
<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

To search for any Ombudsman decisions relating to 20-20, click here:  
<https://www.housing-ombudsman.org.uk/decisions/>