

Annual Complaints Statement May 2025

In my role as Member Responsible for Complaints (MRC) I am tasked with ensuring the Self-Assessment against the Complaint Handling Code is accurate and Annual Complaints, Compliments and Suggestions Performance Report undergo thorough scrutiny and challenge.

This statement details the approach taken to deliver continuous improvement.

Background Information

Following the Social Housing (Regulation) Act, the Code became statutory on 1 April 2024. There is now a legal duty placed on the Ombudsman to monitor compliance with the Code, regardless of whether it receives complaints. The new Code states, in the following sections:

8.1 – ‘Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge.’

8.2 – ‘The annual complaints performance and service improvement report must be reported to the landlord’s governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body’s response to the report must be published alongside this.’

9.5 – ‘In addition to this, a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints (‘the MRC’).’

The Ombudsman’s guidance on the Governing Body’s response is, ‘The response should set out how the MRC has scrutinised and challenged the self-assessment and how any risks identified as part of the review have been addressed. Landlords should also include any lessons learned through the self-assessment process and actions taken as a result. The response can also highlight areas of achievement and any challenges that the landlord has faced during the reporting year.’

Scrutiny of the Annual Report and Self-Assessment

Brighter Futures wants its customers to be heard and understood. The organisation recognises that feedback is important and seeks to proactively use this to learn and improve the service it delivers to its customers.

The organisation has taken the opportunity to use the self-assessment to review its current position and the way it receives and manages complaints. The organisation has undertaken the following activity that relates to complaints and the way it handles these.

- A review of the Complaints Policy has been undertaken and changes to make the policy more effective were agreed at the Customer Experience Committee in May 2025.



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- A review of the Complaint's Procedure has been undertaken with refreshed guidance on the handling of complaints adopted.
- Staff awareness and training sessions, especially focused on leaders, has been delivered.
- A check across the organisation of the material and methods that are available for customers to make complaints. This included activity such as ensuring internet links were working correctly.
- Further development of a performance report to support the Customer Experience Committee review and have oversight of complaints.
- Completion of the Annual Self-Assessment April 2025.

The Customer Experience Committee working group has reviewed the methodology and confirms that it meets required standards for TSM collection. The review also checks to understand if the complaints procedure was robust and is leading to good outcomes.

The Customer Experience Committee also received and scrutinised the TSM satisfaction report and action plan.

Learning Identified

In summary the following points of learning were identified from the review of Complaint and TSMs reports;

- Benefit of targeted training in line with policy and procedure targeted to response writers – offers a consistency of approach and a renewed focus on the importance of clear complaint comms
- Introduction of complaint auditing ensures that there is oversight on adherence to process expectations
- A more transparent approach to complaint satisfaction by introducing methods to scrutinise by the new CEC
- Customer Satisfaction remains high in terms of TSM responses
- There is a commitment to continual improvement across the business areas demonstrated in the TSM action plan
- There is a need for greater customer involvement and the introduction of the Customer Engagement Manager role to focus on this matter will increase the meaningful opportunities for customers to engage

I confirm that Brighter Futures is very committed to continuously improving what we do, and we welcome open and honest feedback from our customers to help us do this, whether it be challenging, positive or constructive.

I am confident that Brighter Futures will continue to improve further and evidence a continued commitment to performance improvement over the coming year.

Yours sincerely,

Brighter Futures Board

