

## Complaints Performance and Service Improvements Report, 2023-24

### **Introduction**

The Housing Ombudsman requires that all registered landlords produce an annual complaints performance and service improvement report for scrutiny and challenge. Bristol Charities failed to provide the report for April 2023 – March 2024 by the correct deadline and so this report is being written in April 2025, using the information available.

The Ombudsman requires that these reports include the following information:

- A copy of the annual self-assessment against the Ombudsman's Code (please note, the self-assessment included was completed in April 2025).
- An analysis of our complaint handling performance.
- Any findings of non-compliance with the Code by the Ombudsman.
- Details of service improvements made as a result of learning from complaints.
- Any reports or other publications about our performance from the Ombudsman.

### **Self-assessment against the Ombudsman Code**

A copy of our most recent self-assessment can be found [here](#). Please note that this self-assessment was completed in April 2025 and so assesses compliance against the code at this point in time as opposed to during the year 2023-24.

### **Complaint Handling Performance**

We did not receive any complaints in 2023-24. As a result, there were no findings of non-compliance with the Ombudsman's Code and no service improvements made as a result of our learning from complaints. There were also no reports or other publications about our performance from the Ombudsman.

### **Commentary**

We do not consider the absence of any complaints to be a good thing in itself. For us to be relaxed about an absence of complaints, we would need to feel assured that every one of our residents knew how to make a complaint and felt empowered to do so. Even then, complaints would have provided us with opportunities to improve our service provision and further develop our relationship with our residents.

We do have a strong degree of confidence that should our residents have issues that they wished to raise, they would be happy to do so. We prioritise a close relationship with our residents, keeping a high colleague to resident ratio and having staff on site for the vast majority of our residents. Our resident satisfaction performance is comfortably in the top quartile for all TSM measures.

Since the 2023-24 period in question and the writing of this report, there have been significant changes at Bristol Charities, including a change in leadership of our Housing Activity and a change of policy for complaints. These changes and our further plans will be detailed in the Complaints Report for 2024-25.

In response to the content of this report and our most recent self-assessment against the Ombudsman's Code, Andy Street, our Chair of Trustees, said:

*"I recognise that we are not where we should have been in relation to our complaint handling but delighted to note that this is now being fully addressed. I'm confident, therefore, that the measures we're taking will ensure that we are fully compliant with the requirements of the Ombudsman and the needs of our residents. It is our clear intention, and we are committed to ensuring, that we create a culture where any and all complaints are welcomed and being properly addressed. We are also committed to an approach that reflects a genuine desire to deliver the best homes and related services possible to all our residents."*

*"I'm excited, and confident, that this new and improved approach will further improve our relationship with all our residents."*

Dave Peregrine  
Director of Housing and Communities  
April 2025