



Governing Body's response to the Annual Complaints Performance and Service Improvement Plan

The Board of Bradford Flower Fund Homes are committed to providing the best service possible to our tenants. All feedback received whether positive or negative about the service we offer allows to monitor and improve what we do for our tenants.

Whilst carrying out the self-assessment against the Housing Ombudsman's Complaint Handling Code we have updated our Complaint Policy and improved our internal process for dealing with complaints so that they are better dealt with in a more productive manner. These are outlined within the Improvement Plan.

We comply with the code and are confident our self-assessment is an accurate reflection of our complaint handling. We recognise that there are areas where we can improve and strengthen our services, and these are discussed at board meetings on a regular basis.

