



## Annual Report on Complaints

### Introduction

Bradford Flower Homes Development Ltd (BFHD) is a member of the Housing Ombudsman Service which is the body which investigates social tenants' complaints when they are not resolved internally. The Housing Ombudsman published an updated complaint handling code in April 2024 which sets out its expectations of all landlords who are members of the Ombudsman Service. Assessment against this code is published on our website alongside this report.

### Background

BFHD manage 10 properties that are for older person living.

### Complaint Policy

BFHD updated its Complaint Policy in May 2024 and this is now published on the charity Website.

### Performance Summary

BFHD received one complaint during 2023-2024. When reviewed against the policy it was completed during the stage 2 process.

The complaint was referred to Bradford Council Housing Standards due to damp for which Bradford Council Housing Standards agreed with us that no further action was necessary. The Board was updated regularly during the complaint.

BFHD did not refuse to accept any complaints.

### Feedback and Tenant Satisfaction

The damp policy was amended following the complaint to deal with issues more productively.

Feedback regarding damp is discussed regularly at Tenant Meetings.

