

Title: Board response to Complaints Self-assessment and Annual Complaints report 2025-26
Date: September 2026

1. Background

Peter Bedford Housing Association Board is publishing its response to the Association's Complaints Self-Assessment and Annual Complaints Report in line with the Housing Ombudsman Service's Complaint Handling Code April 2024.

2. Issues for consideration

The Board welcomed the improvements made in complaints handling over the 4 years since 2022 which was broadly in line with actions identified in self-assessments. They noted however that due to the partnership in development with Single Homeless Project a number of the best practice improvements were carried forward and were optimistic the partnership will bring capacity to be able to achieve these improvements. Of particular note were:

- PBHA benchmarks well at responding in time for stage 2 and its escalation rate
- Learning from complaints has significantly increased and is reported in the Annual Impact report to tenants.

The Services committee noted the number of complaints received has risen by 26%, with a slightly lower proportion resolved at stage 1 in 2025-26, compared to 2024-25 although this remains broadly good when benchmarked. This shows that Peter Bedford HA is managing to resolve issues at an early stage which the Board is pleased to observe. While the Board is pleased to see that stage 2 responsiveness has improved, it would like to see the same for stage 1 responses. It is hopeful this will improve in the medium term as the partnership with SHP brings additional capacity.

The Member Responsible for Complaints reports back to Board on improvements. With their support, the Board has identified the need to focus on improving response to ASB as featured in referrals to the Housing Ombudsman. They have subsequently requested that the ASB panel is resumed to give PBHA insight on how they can improve residents experience.

The Board welcomed the revised Complaints Policy which will be a new Group Complaints Policy within the SHP Group.