



Subject: Response to Complaints Procedure Self-Assessment Submission

To The Housing Ombudsman Service,

We are pleased to submit our response following the self-assessment of Birchgrove's complaints procedure against the Complaint Handling Code. Our objective is to demonstrate both our compliance with the Code and the robust systems we have implemented to ensure the effective handling of complaints and continuous service improvement within Birchgrove.

Overview of Birchgrove's Complaints Procedure

Birchgrove prides itself on maintaining a transparent, fair, and accessible complaints process tailored to the needs of our customers. Our procedures are rooted in regulatory compliance and guided by a strong ethos of continuous learning and improvement. The following points highlight the practices we have established to uphold these principles:

1. Accessibility

We offer multiple channels for residents to lodge complaints, including in-person, by phone, via email, and through our resident management systems, LifeLoop and Cubigo. Reasonable adjustments are available to ensure inclusivity, in line with the Equality Act 2010.

2. Efficiency

We have adopted ambitious timeframes for responses, exceeding the Code's requirements. Complaints are acknowledged within 24 hours and resolved within 7 working days at Stage 1, with Stage 2 responses issued within 14 working days.

3. Transparency and Accountability

In its capacity of governing body, Birchgrove's Board of Directors is fully committed to ensuring adherence to the Complaint Handling Code by overseeing complaints performance through comprehensive reporting, including the analysis of trends and insights. Although no complaints have been lodged to date, we remain dedicated to producing an Annual Complaints Performance and Service Improvement Report if and when complaints arise. This report will be shared with both the governing body and residents when applicable.



4. Learning and Improvement

Birchgrove actively uses complaint insights to inform service enhancements. We embrace a positive complaints culture, treating complaints as opportunities to learn and improve.

Self-Assessment Summary

Our self-assessment highlights broad compliance with the Code's provisions. Key strengths include:

- **Complaint Definition:** Our definition aligns with the Code, ensuring that any expression of dissatisfaction, however made, is recognised and acted upon.
- **Clear Policy Structure:** Our two-stage process provides clarity for residents while ensuring efficient resolution of complaints.
- **Resident-Centric Approach:** All residents can escalate complaints without the need to justify their dissatisfaction at Stage 1.

Governance and Oversight

Birchgrove's Board of Directors has a crucial role in fostering a positive complaints culture. At Birchgrove:

- The designated Member Responsible for Complaints ensures oversight of all complaint handling and adherence to the Code.
- Regular governance reports will provide actionable insights into complaint trends and outcomes, ensuring systemic issues are addressed promptly.

Conclusion

Birchgrove remains dedicated to meeting and exceeding the expectations of the Complaint Handling Code. Through robust governance, efficient processes, and a commitment to continuous learning, we aim to provide a best-in-class experience for our residents.

Thank you for the opportunity to demonstrate our commitment to accountability, transparency, and improvement. Should you require additional information or clarification, please do not hesitate to contact us.

Signature