

## JBD annual complaint report 2024 – Board response



### 1. Introduction.

JBD's Board of Trustees reviewed and approved this years' Annual Complaints Report on 24<sup>th</sup> February 2025.

The Board receives quarterly reports on any complaints received, and the Governance & Nominations Committee reviewed our Complaints Policy on 2<sup>nd</sup> April 2025 to ensure that we are compliant with the Housing Ombudsman Service's Complaints Handling Code – the policy is reviewed on an annual basis.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

### 2. Complaints in 2024:

Complaints in 2024	
Received	6
Responded to at S1	5
<b>Not</b> accepted	1
Upheld at S1	3
<b>Not</b> upheld at S1	2
Escalated to S2	0
Escalated to HOS	0

The Board note that all complaints were responded to within ten working days, as required by our policy and the Ombudsman's Code.

#### 2.1 Themes:

All complaints responded to centered around customer service from staff, in four cases from House Managers and in the other from Tenancy Support.

The Board notes that no complaints were received regarding maintenance issues, or anti-social behaviour. This reflects the success of the communities in our buildings, and our in-house repairs service.

#### 2.2 Upheld complaints, lessons learned, and actions taken:

One complaint regarded tone and location of communication between a House Manager and a tenant. The House Manager was reminded of her responsibilities around communication, and no further complaints have been received.

The second upheld complaint regarding House Managers regarded the appropriateness of a House Manager accessing a flat in a non-emergency situation. Refresher training was given to all House Managers to ensure that flats are only accessed when it is necessary and appropriate to do so.

The complaint regarding Tenancy Support concerned the tone of a phone call, and advice given over the phone that caused confusion. We arranged for our Tenancy Support Advisor to visit the tenant in person to reduce the risk of miscommunication and reminded the Tenancy Support Advisor of the expectation around her role that potentially sensitive conversations should be held in person wherever possible.

The Board are satisfied with the learning outcomes from these complaints, and note that no further complaints have been received regarding the staff members involved.

### 2.3 Complaints not upheld:

In both cases, complaints were not upheld because in the investigation it was clear that House Managers took appropriate action. This was explained in detail in the complaint responses, and in one case the explanation was accepted by the tenant.

In the other case, contact from the tenant around the issue was at a significantly inappropriate level of frequency, and contact restrictions were placed on him in line with our Complaints Policy. This led to a successful reduction in contact, and the restrictions were removed upon review after three months, also in line with policy.

The Board are satisfied that tenants were given a full opportunity to escalate their complaints internally or to the Ombudsman, but chose not to do so.

### 2.4 Complaint not accepted:

This is related to noise from the milk delivery service at one of our buildings, which is not something within JBD's direct control and therefore falls outside the scope of our Complaints Policy. The tenant was advised that we could not respond as a complaint, but we have also shared the tenant's concerns with the delivery company, which is an outcome the tenant was satisfied with.

The Board are satisfied that this outcome was appropriately communicated to the tenant involved, in line with our policy.

## **3. Interaction with the Ombudsman in 2024:**

The Board notes that JBD have had no formal interactions with the Ombudsman in 2024. This means:

- There have been no complaints escalated to the Ombudsman.
- There have been no findings of non-compliance with the Complaints Handling Code.
- There have been no mentions (positive or negative) of JBD in any reports or publications issued by the Ombudsman.

Full contact details for the Ombudsman are published on our website ([www.jbd.org](http://www.jbd.org)), and included in complaints correspondence to tenants.

**JBD Board of Trustees**  
May 2025