

Governing body response

To the Complaints Performance and Service Improvement Report 2024/25

The Board of Bespoke Supportive Tenancies (BeST) and the Member Responsible for Complaints has reviewed the 2024/25 Annual Complaints Performance and Service Improvement Report, as well as the self-assessment against the Complaints Handling Code.

We are satisfied that the self-assessment accurately reflects our complaint handling practice and demonstrates compliance with the Code. The Board has had full sight of the report and provided scrutiny and challenge at the governance level.

Progress made

During 2025/25, BeST has made significant improvements, including:

- Responding to 90% of complaints on time, compared with 14% in the previous year.
- Managing an increase in complaints of 29% (101 cases compared with 78 in the previous year) while still delivering substantial improvements in response times and resolution.
- Strengthening governance and oversight, including quarterly MRC meetings and a complaints steering group.
- Improving systems and training, including the launch of a new complaints system, 83% of staff completing the Code eLearning, and 60% completing the Dispute Resolution course.
- Delivering service improvements in areas such as repairs, damp and mould, communication, and contractor performance.

Opportunities for improvement

The Board acknowledges that, while progress has been made, there is more to do, including:

- Ensuring BeST achieves 100% in responding to complaints on time.
- Embedding a culture of learning from complaints, with actions consistently tracked through to completion and reported back to tenants.
- Preparing for the transition to bring the repairs service in-house by 2026, driving better repairs and outcomes for tenants, improved accountability, service quality and value for money.

We also recognise that the rise in the number of complaints reflects both an accessible and trusted complaints procedure and areas where service delivery must continue to improve. Every complaint provides valuable insight into where we fall short of tenant expectations, and BeST are determined to act on this feedback.

Next steps

The Board and MRC will maintain oversight of improvement and action plans. Lessons learned from complaints will be used to drive service improvements across operations. Progress will be monitored through regular reporting, and the tenant voice will continue to be central in shaping services.

Every complaint matters. Each represents an opportunity to put things right, learn, and improve. The Board remains committed to ensuring complaint handling is a key area of governance and accountability.

Approved by the Board and Member Responsible for Complaints, Paul Carhart

Date: 25th September 2025