

BRADFORD TRADESMEN'S HOMES

Charity Registration No. 224389

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Complaints and Service Improvements – Governing Body Response October 2025

1. Source of Response

This response is issued **on behalf of the Board of Trustees of Bradford Tradesmen's Homes**. It has been formally approved by the Board as a whole, and represents the collective position of the governing body.

3. Governing Body Oversight

The Board of Trustees has had sight of, and formally considered, the **Annual Complaints and Service Improvement Report**, including the self-assessment against the Housing Ombudsman's Complaint Handling Code.

- The report was circulated to all trustees in advance of the Board meeting.
- The findings and recommendations were discussed collectively, and actions agreed to ensure continuous improvement.
- The Board has confirmed that the self-assessment accurately reflects the Charity's complaint handling practice.

4. Member Responsible for Complaints (MRC) Assurance

The **Member Responsible for Complaints (MRC)** has reviewed the self-assessment in detail and assured themselves that:

- The assessment is consistent with actual complaint handling practice observed during the year.
- Records of complaints, responses, and remedies have been checked against the Code requirements.
- Improvements identified (such as clearer communication of timescales and escalation routes) have been implemented and monitored.
- The MRC is satisfied that the Charity's complaint handling is fair, accessible, and compliant with the Code.

5. Conclusion

This response demonstrates that the governing body has exercised oversight, that the MRC has provided assurance, and that the Charity remains committed to transparent, consistent, and resident-focused complaint handling.