BRADFORD TRADESMEN'S HOMES

Charity Registration No. 224389 ☎ 01274 543022

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Complaints and Service Improvements – Governing Body Response August 2025 – August 2026

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
Mr Ian Underwood, the **Member Responsible for Complaints (MRC)**, has reviewed the self-assessment in detail and has assured the Board 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.

Governor : The Lord Mayor of Bradford
Chairman : Mr IM Underwood
Trust Administrator : Mr. D. D. Broughton

COMMITTEE

Mrs J Carter
Miss B Craig
Mr P Alexander
Mr P Fahy

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.

Signed,

[Chair of Trustees]_____ Date:_____

Mr Ian Underwood

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