

# COMPLAINTS HANDLING SURVEY SUMMARY

April 2025 to March 2026



We asked tenants who recently made a formal complaint to give their views on our complaints service. Here's what they told us...



**1,013**  
Surveys sent



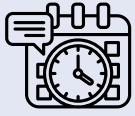
**218**  
Gave feedback

22% response rate

## Satisfaction with...

	Target	2025 / 2026	Compared to 2024/25
Easy to deal with	75%	64%	-10%
Staff listened & Understood	75%	57%	-15%
Treated fairly & respectfull	80%	80%	-2%
Response letter easy to understand	75%	61%	-13%
Handling of complaint	70%	70%	+7%
Steps taken to put things right	70%	47%	-10%
Outcome of complaint	70%	78%	+12%
Overall satisfaction	60%	39%	-4%

## What we are doing to improve...



To improve tenants' experience and make Berneslai Homes easier to deal with, we will include clear timescales in complaint response letters when further work is needed. If we cannot confirm a completion date, we will explain why and let tenants know when they can expect an update.



To improve the steps we take to put things right, we will monitor and track any agreed works in the stage 1 response letter to ensure they are completed within time.



When making a complaint, we'll agree a communication plan for the investigation. If no contact is needed, we'll explain why and provide a named contact and number. This will help improve how complaints are handled and keep customers better informed.



We've trained staff in complaint investigations, response writing and resolutions, helping us handle complaints more fairly, consistently and respectfully, and improving how customers feel treated throughout the process.



To make sure our response letters are clear and easy to understand, our involved tenants, the Check it Challengers, reviewed a sample of anonymised letters and provided feedback.



To improve how we listen to and understand complaints, we have increased face-to-face home visits for Stage 2 complaints. This helps us better understand the issues and work towards more meaningful resolutions.



To get a wider and more insight into satisfaction we've reviewed our survey methodology. From April 2026 we've introduced human led telephone surveys to run alongside our digital methods.

THANK  
YOU!

...for taking the time to  
give us your feedback!