



**Blue Square
Residential**

Governing Body's Response to the Annual Complaints Performance and Service Improvement Report 2023-2024

Introduction

We appreciate the efforts of Blue Square Residential Ltd in maintaining transparency and accountability in handling complaints. The introduction of this Annual Complaints Performance and Service Improvement Report is a positive step towards better resident engagement and service quality.

Annual Self-Assessment

We commend Blue Square Residential Ltd for their proactive approach in reviewing their complaints policy to align with the new Complaints Handling Code. This shows a strong commitment to compliance and continuous improvement.

Complaints Handling Performance 2023-2024

The performance metrics are encouraging, especially the high percentage of complaints acknowledged and resolved within the required timescales. The detailed breakdown of complaint types and resolutions provides valuable insights into areas of strength and those needing further attention.

Housing Ombudsman Service

It is reassuring that no non-compliance findings were issued by the Housing Ombudsman over the past year. This reflects positively on the effectiveness of the complaints handling processes in place.

Learning from Complaints

We are pleased to see that Blue Square Residential Ltd uses complaints as a tool for service improvement. Regular analysis of complaint data to identify trends and implement necessary changes is a best practice that should be continued and enhanced.

Challenges and Areas for Improvement

Acknowledging the challenges faced, such as resource constraints and complex cases, is important. We support the plans to allocate additional resources and streamline processes to improve response and resolution times. These steps will enhance the overall efficiency and effectiveness of the complaints handling process.



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Minimum Expected Practices

The adherence to minimum expected practices, including transparency, accessibility, regular updates, resident involvement, and actionable insights, is commendable. These practices ensure that residents are well-informed and that their feedback is valued and acted upon.

Raising Awareness and Educating Staff

The emphasis on raising awareness and educating staff about effective complaint management is essential. We encourage continued efforts in this area to maintain high standards of service delivery.

Conclusion

In conclusion, we recognize and commend the efforts of Blue Square Residential Ltd in managing complaints and improving services. The Annual Complaints Performance and Service Improvement Report 2023-2024 is a testament to their dedication to transparency, accountability, and continuous improvement. We look forward to seeing further progress in the coming year.

Scot Drummond
CEO
Blue Square Residential Ltd