

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 24-25

The Butterfield Homes Charities Annual Complaints Performance and Service Improvement Report 24-25 applies to the Butterfield Homes Charities, specifically:

Butterfield Homes Cottingley (Charity no 226852) having 6 properties located on Cottingley Moor Road Bradford BD16 1SD,

Butterfield Homes Cross Hills (Charity no 226853) having 6 properties located on Wheatlands Lane BD20 8SL and

Butterfield Homes Wilsden (Charity no 225965) having 6 properties on Harden Lane BD15 0EW.

A REVIEW OF COMPLAINTS dated 18 November 2025 for 24-25

This is our first annual complaints report for the period 1 April 2024 to 31 March 2025

.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

2. Board of Trustee's Response

Butterfield Homes Cottingley, Cross Hills and Wilsden Board of Trustees have reviewed and approved this years' Annual Complaints Report.

Report.

During the period under review The Board regularly received verbal reports from the Chair on any complaints received and ensure that we are proactively acting within the remit of the Code. On 10 October 2025 we appointed a Complaints Officer to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1 April 2024 to 31 March 2025	0	0

For this period, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the clerk or complaints officer by phone or by email.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period **1 April 2024 to 31 March 2025**, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

On 21 October 2025 we updated our Complaints Policy and instigated a new Complaints handling system managed by a third party to give an improved service to our 18 residents. A Feedback Form allows Residents to tell us how to improve our Complaints process.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage residents to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via Gemma Hopkinson. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Complaints Officer** :

Name: Gemma Hopkinson

Telephone number: 07566 280391

Address: The Butterfield Homes, 14 Keighley Road,
Colne, BB8 0JL

Email address: cottingleybutterfieldhomes@gmail.com
wilsdenbutterfieldhomes@gmail.com
crosshillsbutterfieldhomes@gmail.com

(b) The **Appeals Officer** is:

Name: Alison Evans

Telephone number: 07566 280391

Address: The Butterfield Homes, 14 Keighley Road,
Colne BB8 0JL

Email address: cottingleybutterfieldhomes@gmail.com
wilsdenbutterfieldhomes@gmail.com
crosshillsbutterfieldhomes@gmail.com

Assistance can be obtained by visiting our office or calling us on 07566 280391.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/25

On **21 November 2025** the Board received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by **Butterfield Homes Cottingley, Cross Hills and Wilsden**.
- An update to the complaints policy for residents living in homes owned and managed by **Butterfield Homes Cottingley, Cross Hills and Wilsden** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **Butterfield Homes Cottingley, Cross Hills and Wilsden** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **Butterfield Homes Cottingley, Cross Hills and Wilsden** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **Butterfield Homes Cottingley, Cross Hills and Wilsden** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system was put in place on 21 October 2025 and this will provide the Board with additional assurance on the accuracy of data on complaint handling.

One of **Butterfield Homes Cottingley, Cross Hills and Wilsden** values is 'we learn'. As a small provider owning and managing 18 homes the Board considers the new recording system, which will be reviewed at each quarterly Board meeting, will provide a basis for any additional training needed.