**Annual Report on Complaints**

**Introduction**

Bradford Flower Homes Development Ltd (BFHD) is a member of the Housing Ombudsman Service which is the body which investigates social tenants’ complaints when they are not resolved internally. The Housing Ombudsman published an updated complaint handling code in April 2024 which sets out its expectations of all landlords who are members of the Ombudsman Service. Assessment against this code is published on our website alongside this report.

**Background**

BFHD manage 10 properties that are for older person living.

**Complaint Policy**

BFHD reviewed the Complaint Policy in July 2025 and this is now published on the charity Website.

**Performance Summary**

BFHD did not receive any complaints during 2024-2025.

BFHD did not refuse to accept any complaints during 2024-2025.

**Feedback and Tenant Satisfaction**

The damp policy was amended following a complaint in 2023-2024 to deal with issues more productively.

Feedback regarding all Tenant issues are discussed at quarter yearly meetings.