

FY25 - Governing Body response

As a Board, we are delighted with the quality of the services provided to our housing residents and to the commitment shown by the Ben team to delivering excellence. We believe that feedback is a key tool for learning and improvement and as part of that having a positive approach to dealing with complaints is critical. The performance report demonstrates that Ben has this culture.

Our self-assessment for the Housing Ombudsman Complaints Code of Conduct is a true reflection of our commitment to continuous improvement in our services including complaints handling. We will regularly monitor our performance to ensure we are always delivering the best service to our residents and visitors