

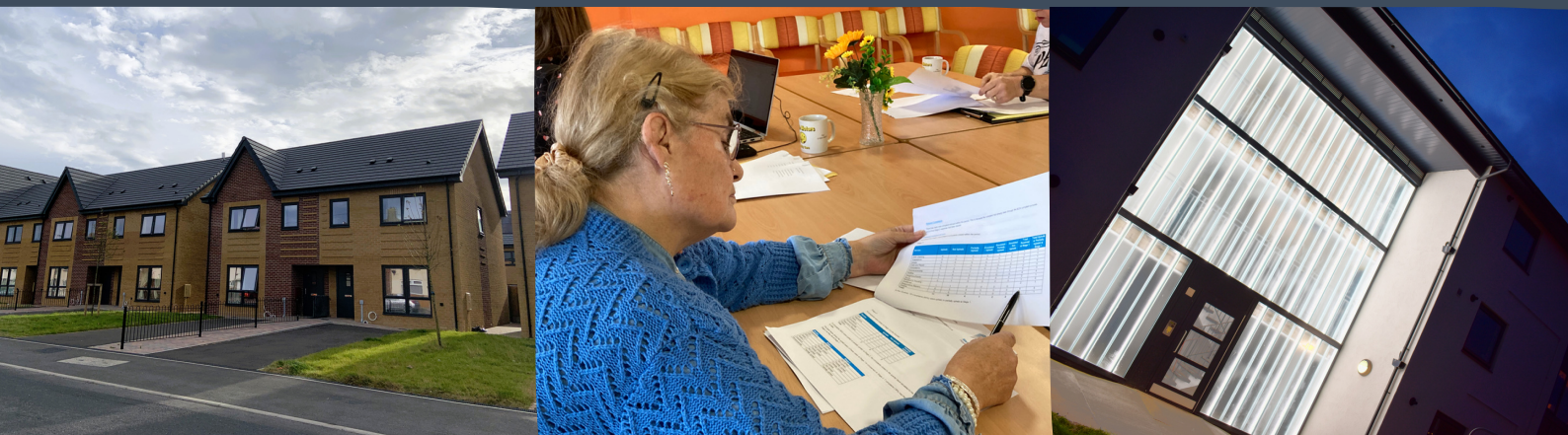
RESPONSE FROM BLACKPOOL COUNCIL MEMBER RESPONSIBLE FOR COMPLAINTS, CLLR DAVE FLANAGAN, TO:

BLACKPOOL COASTAL HOUSING ANNUAL COMPLAINT AND IMPROVEMENT REPORT AND SELF-ASSESSMENT AGAINST THE HOUSING OMBUDSMAN CODE 2026.



Blackpool Coastal
Housing

Blackpool Council



Blackpool Council delegates complaint handling to its social housing ALMO, Blackpool Coastal Housing (BCH). It remains the responsibility of the Council, as Landlord, to ensure that complaints are investigated in a way that aligns with the Housing Ombudsman Service (HOS) Complaint Handling Code 2024. This involves actively listening to customers, addressing their individual needs promptly, and using feedback to continuously improve our services.

As the Member Responsible for Complaints, I receive routine updates on BCH's complaints performance so I can be confident that they are handling complaints in line with the code. I also attended a meeting on 20th August 2026 with officers from BCH and Blackpool Council, where I scrutinised, considered and challenged BCH's Complaint's Policy, annual complaint report and self-assessment. This has provided me further assurance that BCH's policy is compliant with the HOS Complaint Handling Code and that the self-assessment is a true reflection of BCH's approach to complaint handling.

I have confidence that BCH is embedding a positive complaint handling culture throughout the company. I am pleased to see that the 2025/26 Tenant Satisfaction Measures indicate BCH has maintained strong tenant satisfaction in the approach to complaint handling and high performance in resolving complaints within target timescales.

I am also reassured to see that there is ongoing activity to further strengthen how we use complaints data to improve customer services and shape the way in which we deliver landlord services to our tenants. Over the next year, I will be monitoring closely the numbers of upheld complaints and numbers of complaints escalated to stage 2 so I can be further assured that customer service is getting it right first time and tenants complaints are being addressed at the earliest stage.

Cllr Dave Flanagan

Blackpool Council Housing Portfolio Holder and Member Responsible for Complaints
17 September 2026

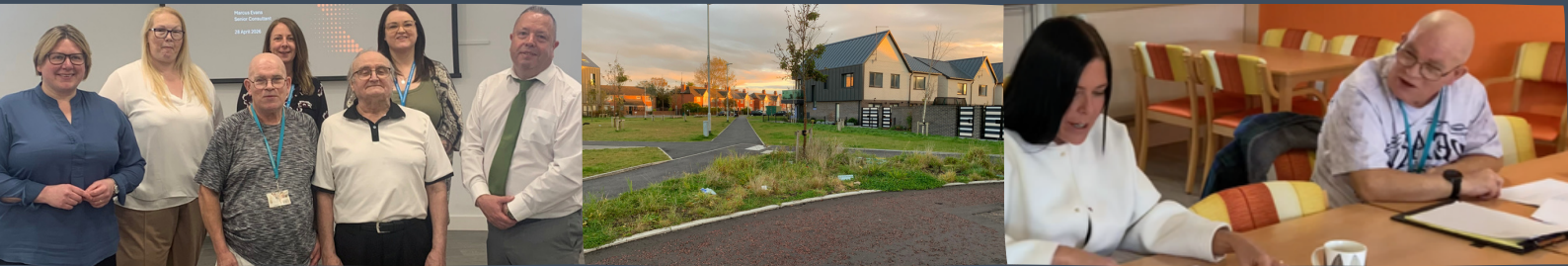
RESPONSE FROM BLACKPOOL COASTAL HOUSING COMPLAINTS CHAMPION, ANDREI SZATKOWSKI, TO:

BLACKPOOL COASTAL HOUSING ANNUAL COMPLAINT AND LEARNING REPORT AND SELF-ASSESSMENT AGAINST THE HOUSING OMBUDSMAN CODE 2026.



Blackpool Coastal
Housing

Blackpool Council



Blackpool Coastal Housing (BCH) is responsible for handling complaints in a way that is aligned to the Housing Ombudsman Complaint Handling Code. It is the role of the BCH Board to give assurance to Blackpool Council that BCH have done this properly. This includes facilitating complaints being made, replying quickly and effectively, providing appropriate redress for individuals and improving services for all customers going forward.

On 28th July 2026, the BCH Board gave assurance to our Senior Management Team that the Complaint Policy is aligned with the code. We also considered the company's Annual Complaint Performance Report and the annual self-assessment against the Complaint Handling Code.

As Board Complaint Champion, I am pleased to endorse that the updated policy remains comprehensive, ensuring BCH responds effectively to complaints. It is reassuring to see that the number of complaints has continued to level off. The investment in complaints handling colleagues is probably a factor in this, and the organisation has also prioritised addressing service failures. The development of the Customer Voice report has been helpful in showing the positive outcomes from effective complaint case handling as well as other involvement initiatives.

Repairs complaints have been an issue in the past so it is pleasing to see increasing satisfaction in this service area also reflected in the relevant Tenant Satisfaction Measure results, but I have challenged service management to get a greater level of repairs and anti-social behaviour complaints redressed at an earlier stage in the process. This remains the area in which further progress would be most beneficial and I will prioritise this in the reality checking work outlined below.

In my role as Board Complaint Champion, I will continue to meet senior management to review progress and provide critical friend challenge. I will review a sample of complaint cases to ensure they are in line with my understanding of the quality of service being provided by complaints handlers and the relevant service departments. I will ensure that the recent positive direction of travel continues so that BCH customers receive a first-rate response on the occasions where they need to raise issues with the service they have received.

Andrei Szatkowski

Blackpool Coastal Housing Complaint Handling Champion
17 September 2026