

Bristol Community Land Trust

BCLT Complaints report and Board statement 2026

Policy details

Date approved by board: 16/06/2026

Policy lead: Member Responsible for Complaints

Publicly available online: www.bristolclt.co.uk

Date of next policy review: April 2027

Operations Manager reported to Board on 16/05/2026 showing complaint data as follows.

For year 01.04.25 – 31.03.26

	Complaints Received	Complaints Closed	% Closed in Time	Complaints Still Open	Complaints Overdue
2025					
Q2	0	0	0	0	0
Q3	0	0	0	0	0
Q4	0	0	0	0	0
2026					
Q1	1	1	100%	0	0

Complaints

One resident complained to BCLT staff about the length of time a repair took, it was sorted at the time of the complaint (this was the first time staff had been made aware of the issue). Staff apologised for the delay and agreed to pass on the complaint to the Housing Association who manage the repairs service.

Board statement

The board is happy to see only a single complaint and that it was dealt with quickly. We will continue to monitor complaints, comments and compliments at our quarterly board meetings.