Annual Complaints
Performance and Service Improvement Report

Introduction

In accordance with the Housing Ombudsman Complaint Handling Code this report provides an overview of complaint numbers, performance, key themes, and formal Housing Ombudsman determinations received between 1 April 2025 – 31 March 2026.

The report forms part of our annual self-assessment for the Complaint Handling Code which we have completed, and we can confirm that our complaints handling arrangements, and our Compliments, Complaints and Feedback Policy complies with all areas of the Code.

COMPLAINT HANDLING PERFORMANCE

Overview

From 1 April 2025 – 31st March 2026, we received 0 new complaints

Tenant Satisfaction Measures

To help us improve our services, we review our performance regularly and appreciate all feedback received.

We recognise the importance of our customers and want to know how they feel about our services.

What are our future plans?

We are committed to continuing to improve complaint satisfaction by embedding learning and a positive complaint handling culture,

To do this we are

• Regularly reviewing complaint handling against the HOS complaint Handling code.

• Continuing to review and introduce ongoing improvements, taking into account customer feedback, complaint learning and support needs for colleagues.

• Recognising and reviewing guidance issued by the Housing Ombudsman and feedback provided within individual decisions.

• Demonstrating complaint learning within our complaint responses.

• Continuing to implement and embed the improvements identified by our independent review into complaint handling.

• Developing and embedding Culture training for all colleagues.

Actions following Annual Report

There are no additional actions required from the Annual Report.