

Complaints Self-Assessment and Report Response from The Board

The Complaint handling Code was embedded with success within our Housing Team and organisation during 2024/25 and we continue to be compliant against The Code during 2025/26 which has allowed us to demonstrate compliance whilst offering the best service to our tenant's as possible with a focus on customer satisfaction and first-time resolution.

Our Member Responsible for Complaints is Phil Auton, Housing Operations Manager who pays particular attention to overall complaint numbers, categories, trends, timescales and understand lessons learned.

As a Board, we will receive updates at every quarter which will include trend analysis, details and outcomes of each complaint and learning outcomes. Where possible we will endeavour to implement all learning outcomes that we obtain.

Although the volume of complaints had increased from the previous year given our stock size, we feel this is proportionate and we do not see this as a negative but a commitment to improve the quality of our Tenant's experience with us.

The complaints we have received have been dealt with in accordance with the Complaint Handling Code and have provided us some valuable learning outcomes as detailed in the Complaints report for 2025/26. All of the learning outcomes we obtained have been successfully implemented throughout 2025/26.