

In March 2026 the Board of Management approved a self-assessment against the Housing Ombudsman's [Complaint Handling Code](#) which sets out the expectations and good practice for effective complaint handling by landlords. We are pleased to say that we fully comply with the code.

The Code requires us to produce an annual Performance and Service Improvement Report, this was also approved by the board in March 2026.

Our self-assessment against the Complaint Handling Code and Performance and Service Improvement Report are available on the complaints section of our website.

This report covers:

- analysis of our complaint handling performance during 2025, including a summary of the types of complaints we received
- performance against target response times
- the service improvements made as a result of the learning from complaints
- our self-assessment against the Housing Ombudsman's Complaint Handling Code for 2024

The report, includes the findings of an audit of complaints by our Member Responsible for Complaints, Mrs Damaris Kanco-Hammond who reported the following:

*“Following the completion of the recent audit of all complaints for 2025/26, several key observations have emerged. Encouragingly, the majority of complaints received were resolved at Stage 1 and did not escalate further, demonstrating the continued effectiveness of our complaint resolution process. A notable proportion of complaints related to external contractors not meeting expected standards, rather than issues arising directly within the Association.*

*It is reassuring that all complaints were handled in line with the timeframes set out in the Complaints Policy and the Housing Ombudsman’s Complaint Handling Code, with responses issued promptly. Investigations were conducted thoroughly and professionally, with some outcomes reflecting good practice that went beyond standard policy requirements.*

*Particularly positive was the strong emphasis placed on supporting tenants in cases involving poor mental health. The sensitivity, care and diligence shown in these instances highlight the Association’s ongoing commitment to tenant wellbeing and safeguarding.*

*Overall, I am satisfied with the effectiveness of the complaints handling process during the year. Staff have demonstrated a clear commitment to resolving issues appropriately and ensuring tenants receive the support they need. This report*

*reflects a positive culture, underpinned by a thorough and conscientious approach to complaint handling”.*

We welcome feedback from tenants and strive to get things right first time, however, if things go wrong we remain committed to putting matters right as quickly as possible and learning from our mistakes.

During 2026 we will continue to closely monitor complaints to ensure tenants are listened to and that we further improve our service.