

Governing Body Response to the
Complaints Annual Review 2025

The Board notes the progress made against the Housing Ombudsman Complaints Self-Assessment actions.

It is noted that:

- Complaint resolution rates have improved significantly compared to earlier years. As well as this our complaint management database has been significantly improved.
- Our 2025 Tenant Satisfaction survey showed that 68% of the tenants who raised a complaint replied to the survey to say that they were satisfied that we listened to their views and acted upon them. 60% of the same profile approved of our approach to handling complaints.
- This is a significant improvement on 2023 when 58% of the tenants surveyed were satisfied with our approach to complaints handling. The Board is reassured that the actions taken in the last financial year to improve our performance have borne fruit.
- The Board, through the audit and risk committee, have scrutinised the self-assessment against the statutory Code of Conduct and are satisfied with the outcome. We are committed to continued monitoring of progress under the scrutiny of the Audit and Risk Committee.

May 2026

Keith Hollis

Chair, Audit and Risk committee.