

Chair's statement on the Annual Complaints report and Self-Assessment 2025 - 2026

As Chair of the Client Services Committee, I continue to act as the Member Responsible for Complaints. I confirm that I have reviewed the 2025–2026 Annual Complaints and Service Improvement Report, alongside the updated self-assessment against the Housing Ombudsman's Complaint Handling Code.

I note the rise in complaints relative to the previous year and commend the organisation for creating a culture that welcomes complaints as an opportunity for learning and service improvement.

There is a welcome focus on understanding the reasons behind complaint volumes and complaint trends. This provides useful insight into areas that can be improved for our clients. Upon reading the Forward Plan, I am assured that these insights have translated into clear and targeted actions. I am also particularly pleased that where underlying causes for complaints are not already clear, actions have been agreed to better understand these factors. This includes, for example, further analysis of complaints within each category.

The report also provides a detailed analysis of performance against timescales, and learning from both internal reviews and Housing Ombudsman findings. While this remains an area for organisational improvement, I am again assured by the organisation's candid reflection and the actions it plans to take to improve in these areas.

The Board will review the report and self-assessment at its meeting on 16 September 2025. We noted the self-assessment is a thorough, honest and thorough reflection of the organisation's Complaints Policy and Procedure, both of which were also approved and deemed to be in alignment with the Housing Ombudsman's Complaints Handling Code. We also approved the Complaints Forward Plan and commend the continued efforts to improve complaints handling processes.

As a Board, we remain committed to ensuring that all complaints are responded to in a timely, fair, and thorough manner. We are confident that the organisation shares this vision, seeing complaints as a valuable opportunity for learning, accountability and service improvement. We are pleased to see this reflected in the Complaints Policy, which sets out our approach to using complaints to enable learning, acknowledge where a service has not been delivered in accordance with expected standards, and to make things right.

The Board continues to monitor complaints performance quarterly, with a particular focus on response times, complaint volumes, and any findings from the Housing Ombudsman. The Client Services Committee receives detailed quarterly and annual

reports, which include analysis of complaint themes, timeliness of responses and acknowledgements, learning outcomes, and progress against improvement plans.

We will continue to monitor progress closely throughout 2026–27 to ensure that the improvements outlined are delivered and sustained, and that the voices of clients, neighbours, and other stakeholders continue to shape and strengthen our services.

Philip Moore

Chair of the Client Services Committee

Member Responsible for Complaint