



Chair's statement

Complaints 2024-2025

"Following an ongoing, thorough review it is evident that we have raised the profile of complaint handling, to improve response times and are now identifying areas of improvement to better address our residents' needs.

"Specifically, we have continued to embed our complaint handling processes and improved the way we communicate with residents to encourage direct complaints, without the need for intervention from our partner landlords. We remain committed to enhancing our services so that all residents feel heard and valued.

"We have continued to update our policies and steps have been taken to refine our complaint handling to address the underlying issues raised. We appreciate the feedback from our residents and are pleased to see this is now driving meaningful improvements in our housing services. We are reassured that compliments and positive feedback are starting to be received through satisfaction surveys and thank our residents and teams for this.

"We remain assured that there is a focus across the organisation to hear and proactively address customer dissatisfaction. This involves responding individually to each customer and learning from complaint themes to identify and implement service improvements.

"As a Board, we are confident in our measures and will continually review complaints to gain insights into residents' experiences and act on identified areas for improvement."

Akhlaq Ahmed

Chair