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Chair's statement

Complaints 2025-2026

"Listening to our residents and responding effectively to their feedback remains at the heart of our approach to service delivery. Throughout the year, we have continued to strengthen our complaint handling arrangements, using complaints as a valuable source of insight to better understand residents' experiences and identify opportunities for improvement.

A key focus during the year has been our close partnership working with managing agents and support providers. By working collaboratively to review complaint themes, address root causes and share learning, we have been able to drive meaningful improvements across a range of services. This proactive approach has enhanced accountability, strengthened service quality and contributed to a reduction in complaint volumes, whilst ensuring residents receive the support and accommodation standards they deserve.

We have also made significant investments in resident-facing services, increasing our capacity to engage with residents, respond to concerns and deliver positive outcomes. Enhancements to our customer service, resident engagement and operational teams have enabled us to strengthen oversight of services, improve communication and provide greater support to residents when issues arise.

Whilst we are encouraged by the progress made during the year, we recognise that there is always more to do. We remain committed to learning from complaints, listening carefully to resident feedback and working alongside our partners to continuously improve the services we provide. Every complaint presents an opportunity to learn, develop and better meet the needs of our residents.

As a Board, we are assured that there is a strong organisational focus on hearing residents' voices, addressing concerns promptly and using feedback to drive service improvements. We will continue to scrutinise complaint performance, monitor emerging themes and support the delivery of meaningful change, ensuring that residents remain at the centre of everything we do"

Shakoor Khan

Interim Chair