



2025-2026 Complaints Self-Assessment

Board Response to the Complaints report submitted on the 18 May 2026.

At the Board meeting on Monday 18 May 2026 the Operations Director, Belinda Eastland, introduced the annual complaints report. The report set out in detail each of the 7 formal complaints the Association had received during the 2025-26 financial year. This included:

- ✓ Location of the complaint,
- ✓ Details of the complaint,
- ✓ Date received,
- ✓ Date resolved,
- ✓ The Responsible Officer who responded,
- ✓ The Outcome (upheld or dismissed)
- ✓ Any learning points to help improve the service in the future.

Each complaint had been logged onto the Association's Home Master IT system and dealt with in accordance with the Association's published complaints policy. All the complaints had been resolved at Stage 1 of the complaint's procedure.

Of the 7 complaints received, four related to dissatisfaction with a repair; one was related to our contractor, 3 Solutions, and two were relating to dissatisfaction with the attitude of the Association's staff.

Two complaints had been upheld and action taken to prevent similar issues happening again. Three complaints had been partly upheld (i.e. only part of the complaint was deemed to have been valid) and again, where possible, action was taken to prevent the issue re-occurring. The final two complaints were dismissed, although actions had still been identified that may prevent tenants raising similar issues in the future.

It was also reported that the Association's Tenant Scrutiny Panel would also receive the annual complaints report at their meeting on Monday 8 June 2026 to scrutinise the 7 complaints received, discuss the learning points identified and make any further recommendations, where deemed necessary.

Added Note: The Tenant Scrutiny Panel noted the report and, as in previous years, asked for a further update on the outcomes at a future meeting to ensure the complainants were satisfied and that each learning point had been actioned.

Members questioned the Operations Director on a couple of the complaints, particularly those regarding staff members. In both cases the complaints against the staff member had been dismissed. The Operations Director explained that in one case she had been in attendance and was therefore party to the conversation and was satisfied that the officer in question had acted appropriately. In the second case the officer had acted correctly (and followed our housing management policies) and the tenant was found to be unhappy because she did not like what was being asked of her.

Members also noted that our repairs and maintenance contractor, 3 Solutions, continued to respond to any complaints positively and were happy to work with the Maintenance Manager to resolve issues quickly. As a result, the number of complaints received about the service provided – and their operatives - continued to be extremely low.

Members agreed to note the 'learning points' and the procedural improvements made, to try and prevent re-occurrence of similar complaints in the future. These learning outcomes were also included on the complaints log appended to the report.

Members expressed their thanks to the staff team as a whole for the way complaints were handled and the fact that the number of complaints remained so low.