

WELLINGTON HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Wellington HC updated its complaints policy, for consumer complaints from residents living in homes owned by Wellington HC and managed by Co-op Homes, in November 2024 to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has received:

- the 24/25 annual complaints performance and service improvement report (reporting on complaints received between 1 Oct 2024 and 30 September 2025) for residents living in homes owned by Wellington HC and managed by CHS.
- A self-assessment against the Housing Ombudsman Complaint Handling Code 2024

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling. The MRC and the Committee have considered and approved the self-assessment that Wellington complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Wellington HC will not receive enough complaints to learn from trends, but the Management Committee would consider any complaint received to learn lessons from it.