

CHIPPENHAM HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Chippenham Housing Cooperative updated its complaints policy, for consumer complaints from residents living in homes owned by Chippenham 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 2025 annual complaints performance and service improvement report (reporting on complaints received between 1 February 2025 and 31 January 2026) for residents living in homes owned by Chippenham HC and managed by CHS.
- A self-assessment against the new 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 considered and approved the annual self-assessment that Chippenham HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

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