BOARD'S RESPONSE TO THE 25/26 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 18 June 2026 the Board received:

- the 25/26 annual complaints performance and service improvement report for residents living in homes owned and managed by Co-op Homes.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024
- An updated complaints policy

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Co-op Homes' complaints system. The MRC and the Board have considered and approved the self-assessment that Co-op Homes complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to them. Co-op Homes adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Co-op Homes are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would always be a positive sign.

One of Co-op Homes' values is 'we learn'. As a small provider owning and managing 311 homes Co-op Homes does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. The updated complaints policy adopted in June 2026 places more emphasis on working in partnership with customers in resolving complaints.

The number of complaints has remained average for our size in the last three years, 11 in 23/24 to 7 in 24/25 and 16 in 25/26.