

## **OLD ISLEWORTH HOUSING CO-OPERATIVE**

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

Old Isleworth Housing Cooperative updated its complaints policy, for consumer complaints from residents living in homes owned by Old Isleworth 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 January and 30 December 2025) for residents living in homes owned by Old Isleworth 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 Old Isleworth HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

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