

COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT AND RESPONSE FROM THE MANAGEMENT COMMITTEE

For the period - January to December 2025

1. Introduction

This is our second annual complaints report for the period 1st January 2025 to the 31st December 2025.

It provides our tenant members with information on the complaints we have received, what they were about and what we did to resolve them.

- **We received no complaints during the reporting year.**
- **We received two complaints of anti-social behaviour (ASB) which were treated as service requests and dealt with in line with our ASB Policy.**

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our tenant members' views and perceptions are important to us, and we will continually take feedback to our Management Committee to improve our services to members.

The remainder of this report includes the Management Committee's response.

2. Management Committee's Response

Five members of our Management Committee have reviewed and approved this years' Annual Complaints Report.

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

The Management Committee regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on

any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

| Period | Stage 1 complaints | Stage 2 complaints |
|-----------------------|--------------------|--------------------|
| 1/1/2025 – 31/12/2025 | 0 | 0 |

For this year, we received no complaints.

This is as should be expected in a fully tenant owned and managed organisation where our tenant members set the standard of service, and appoint and monitor the performance of any third-party contractors.

Our tenant members are encouraged to help us monitor the performance of third-party contractors by giving us feedback and by alerting us to any issues. Our tenant members can give feedback to us through a number of formal and informal channels, and many of them do this. In this way we are able to identify early signs of a service-related problem.

Our management committee meetings are open to all members so decision making is transparent and so members have direct access to the governing body.

Whilst complaints levels are usually very low or nil, we saw a steep increase one year when we used a different service provider so we know the channels we offer do work.

However, this does not mean that we are complacent. Even with the best arrangements in place, we acknowledge that things can go wrong.

We will continue to ensure that all members know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

None.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1st January 2025 and 31st December 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we rarely receive complaints, we do not take this for granted and we proactively use surveys and informal feedback mechanisms such as WhatsApp groups to identify areas where we may need to make improvements.

In 2025 we completed our Tenant Satisfaction Measures survey and we used the feedback from that to implement changes to the standard of communal areas and how we manage grounds maintenance.

Informal, two-way feedback quickly alerted us to persistent anti-social behaviour which enabled us to take action against the perpetrators and to reassure our tenant members that we were responding appropriately.

Our policies and service standards are set by our tenant members so ultimately, they get to decide if/when they need to be changed.

To improve the quality of our data and reporting we made the decision to purchase our own housing management system rather than rely on the external system used by our service providers. This allows the Member Responsible for Complaints to review individual requests at any time plus we review performance reports from the system each quarter. This gives us better insight rather than relying on reports supplied by a third party.

Changes to the IT system to record reasonable adjustments and vulnerabilities have already been made, and we regularly review these. Our housing management system is being upgraded to a full CRM which will give us greater oversight of all tenant contacts and requests. We expect this to be in place by June 2026.

We use feedback from surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Members should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via our Service Provider or the Complaints Officer. If tenant members remain dissatisfied, a formal complaint can be made.

Members can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

Contact for Stage 1

Name: Julie Ralph

Address: c/o 33 Alder Street, Bolton BL3 2DF

Email: Julie.Ralph@sensiblehousingcooperative.org.uk

Contact for Stage 2

Name: Jonathan Bradshaw

Address: c/o 33 Alder Street, Bolton BL3 2DF

Email: Jonathan.Bradshaw@sensiblehousingcooperative.org.uk

We do not make phone numbers for our Management Committee available publicly but they are shared internally and are available to members on request, either by emailing the Committee Members named above, or by telephoning our Service Provider.

Our Service Provider is:

Name: Shared Habitat

Email: enquiry@sharedhabitat.co.uk

Tel: 0161 791 2000

On receipt of a formal complaint, the Complaints Procedure will apply.

We provide a copy of our Complaints Policy and Procedure to all new residents and we also include information within any service-related correspondence so that residents know how they can complain.

We have produced a short guide to the complaints process which is on our website and has been shared directly with tenant members.

Each year when our Annual General Meeting takes place, we provide a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

In addition, the publication of this report and our Management Committee's response will demonstrate to members that we value their perceptions of the services we deliver.

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