

South Road Housing Co-operative



Registered Office: 41 Barker Street, Lozells, Birmingham B19 1EJ
Telephone: 0121 633 5740

The Housing Ombudsman Service

Liverpool
L33 7WQ

17th March 2025

Annual Complaints Performance and Service Improvement

Following a review with the management committee, I can confirm that all Committee Members were satisfied that the Complaints Handling Code is being adhered to and that South Road Housing Co-operative (SRHC) are taking positive steps to learn and improve from their complaints.

The Annual Complaints Performance and Service Improvement report provided insights into our handling of complaints in the past financial year and highlighted areas for improvement.

The Self-Assessment has been completed and provides assurance on how PHC are adhering to the code.

A handwritten signature in black ink, appearing to read 'Nicole Madourie'.

Nicole Madourie

Member Responsible for Complaints, Chair of Management Committee

“Winners of Co-operative of the Year at Accord’s Great Customer Awards”

Registered as a Housing Co-operative and is a Registered Society under the
Co-Operative and Community Benefit Societies Act 2014 No. 23324R
and as a Co-operative Housing Association with the Regulator of Social Housing No. C3178.