South Road
Housing Co-operative

Registered Office: Grosvenor House, 11 St Paul's Square, Birmingham, B3 1RB
Telephone: 0121 633 5740

Date: 23rd June 2026

Report Title: Annual Complaint Performance and Service Improvement Report Self-Assessment

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1. Purpose of Report

- The purpose of the Annual Complaint Performance and Service Improvement Report is to provide complaints data and identify complaint trends for the financial year 2025 for scrutiny and challenge by the Management Committee as the governing body.
- The report will identify areas of improvements made to our service to help our residents when making a complaint or in preventing a complaint.
- The annual complaint performance and service improvement report is a requirement for the Housing Ombudsman Complaint Handling Code Annual Submissions Form in June 2026.
- The Self-Assessment for review by Management Committee prior to submission is as Appendix 1
- The reviewed Complaints Policy for review and approval is as Appendix 2

2. Recommendation/s

- Board read and provide scrutiny and challenge to the Annual Complaints Performance and Service Improvement Report and approve. The Board (as the governing body) to provide a formal response to the report that will be published on our website with a link to our self-assessment annual submission.
- To review and approve the Complaint Handling Code Annual Self-Assessment for submission Appendix 1
- To review and approve the Complaints Policy Appendix 2

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3. Financial Impact

- No Financial Impact, however, there are potential financial risks if complaints are subject to an Ombudsman Order that references financial remedies.

4. Risk and Assurance Impact

- The Annual Complaint Performance and Service Improvement Report is a new requirement from the Housing Ombudsman Service and will mitigate risk and provide assurance.
- The Self-Assessment will provide evidence of compliance and reduce risks of non-compliance.
- The Complaints Policy will ensure a robust complaint handling process for the organisation.

5. Compliance with Relevant Legislation and Regulation

- The Housing Ombudsman Scheme is approved by the Secretary of State under Section 51, Schedule 2 of the Housing Act 1996, amended by the Localism Act 2011, Building Safety Act 2022 and the Social Housing (Regulation) Act 2023. The Act requires social landlords to be members of an approved scheme.
- The Scheme came into effect on 1st April 2024.

6. Report

Introduction

An effective complaints handling process offers crucial feedback and highlights potential areas for improvement across the organisation. South Road Housing Co-operative (SRHC) highly values feedback and comments from residents and members.

The Complaint Policy was reviewed and updated in November 2024 to ensure compliance with the new Housing Ombudsman Code and approved by the Management Committee.

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Trident Group (SRHC's managing agent) co-ordinate and manage all complaints. Complaints are recorded and acknowledged within 5 working days of receipt; a customer will receive an acknowledgment letter which will including the following:

- Complaint reference
- Details of the Responding Officer who will be investigating the complaint
- Timescales for the complaint response
- Requests should any reasonable adjustments be required

A formal complaint is investigated within 10 working days of the acknowledgement being sent in line with the policy, however extension can be granted on occasion, for example if actions or information is required from external parties who would be unable to meet the initial response deadline. The investigation report will be presented at the next available Management Committee meeting. Decision in writing to complainant within 7 days of meeting.

If the complainant is unhappy with our Stage 1 response, they have the right to escalate the complaint to a Stage 2 complaint. This is allocated to an appropriate officer to review within 5 working days and a final response will be provided to the complainant within 20 working days.

All letter templates are based on examples and guidance provided by the Housing Ombudsman Service and have previously been reviewed at compliance and internal audits. DTP conducted a complaints Review in October 2023 which provided assurance that we met the requirements of the HOS Complaint Handling code.

Performance – Data Analysis of Complaints January to December 2025

South Road Housing Co-operative has received 1 formal complaint in the financial year 2025.

A Stage One Complaint was received from a resident in November 2025 regarding failure to log and carry out a repair to their property. As the complainant was a member of the Co-Op Committee, the complaint was investigated and responded to by the Managing Agent. This was a partial failure and it was noted that there were issues with a staff member not correctly logging the repairs. This member of staff is no longer in the business and appropriate training has now been undertaken with a new member of staff.

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Complaint Handling Code - Self-Assessment

The Complaint Handling Code became statutory on 1 April 2024, meaning that landlords are obliged by law to follow its requirements. For the first time, this means landlords will need to submit their self-assessment annually to the Ombudsman.

For landlords like South Road Housing Co-operatives with less than 1,000 homes and a year end in December 2024, this will be 30th June 2026.

The self-assessment must be made available to residents.

We have completed the Self-Assessment **(appendix 1)** as required and provided details to confirm our compliance with the new Housing Ombudsman Code.

Once approved by Managing Committee and submitted to the HOS we will arrange for copies of the Self-assessment to be published on the landlord's website at southroadhousing.com.

Complaint Policy

As a result of the requirement of the Complaint Handling Code we also reviewed and updated the Complaints Policy **(appendix 2)** so we are in line with the Housing Ombudsman when dealing with complaints. This was last reviewed in November 2024 and is available for residents to view on the Co-op's website.

Member Responsible for Complaints

The Housing Ombudsman's Complaint Handling Code set outs that it is a statutory requirement for a scheme member landlord to appoint a member of the governing body that has lead responsibility for complaints. The role is responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance and to support a positive complaint handling culture. Nicole Madourie, Chair of the Management Committee, is SRHC's Member Responsible for Complaints.

Conclusion

We continue to work with the Management Committee to review and improve the services SRHC residents/members receive, this includes the way in which we handle and manage complaints.

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SRHC have Trident Group's support to handle and manage all complaints for the organisation in accordance with the guidelines set out in the complaint policy with access to a dedicated Complaints Team and their Co-Operative Team.

Trident are working on improvements to the Complaints management system in recording, reporting, and analysing complaints data and using this and complaint case studies to make changes to practices and procedures and for organisational training and learning. This includes the introduction of a new Housing Management system called Rubixx which will allow complaints to be logged via a case management process

There are no areas of non-compliance with the revised Complaint Handling Code which is evidenced in the Self-Assessment (appendix 1) which will be made available to residents/members subject to approval by the Managing Committee and submitted to the Complaint Handling Code Annual Submission portal.

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.