COMPLAINTS PERFORMANCE AND SERVICE REPORT 2025-26

BACKGROUND

The Regulator of Social Housing, a public body sponsored by the Ministry of Housing, Communities and Local Government, sets out how local authorities and housing providers, such as social housing landlords, are regulated.

The Consumer Standard – Transparency, Influence and Accountability – clearly sets out the Regulators expectations in terms of sharing accessible information to our clients in a timely manner for information and scrutiny, enabling them to form a view on our performance as their landlord.

The Housing Ombudsman is appointed to ensure effective resolution of disputes between landlords and its clients and to investigate complaints against landlords of poor management practices. This organization, as a social housing landlord, is required to comply with the Housing Ombudsman's complaint handling code. This code was amended with effect from April 2024. In respect of complaints, the Housing Ombudsman (HO) requires us to:

- Assess and publish our compliance with the Housing Ombudsman's "Complaint Handling Code"
- Detail where service improvements are needed and how these will be made
- Provide an analysis of our complaint handling performance
- Summarize the types of complaints we have refused to accept

This is the third full Complaints Performance and Service Improvement Report.

BOARD AND MEMBER RESPONSIBLE FOR COMPLAINTS RESPONSE

The Board Responsible for Complaints acknowledge the report and the self-assessment and the improvements that will continue to enhance complaint handling for our clients. The report provides assurance that we are listening, care, take accountability and act.

The report is welcomed and builds on the regular reporting and scrutiny that takes place in every board meeting. The report reflects strong compliance with the Complaint Handing Code and how the learning throughout the year has been used to improve complaint handling and greater collaboration across the organization. Of note is the shift of how service requests are managed, how the learning has been shared across the organization, the communications and training that has taken place and is part of the improvement plan.

We note the areas and numbers of complaints which we are seeking to reduce. However, we also welcome support to enable clients to complain so that they are heard and we can take action.

Previous areas for learning have helped to improve and develop our complaint handling process.

On behalf of the Action Housing Board, we are assured by the plan and note that the self-assessment represents the progress made throughout the year and the transparency in the issues, improvements and risks. The plan is encouraging and provides a clear way forward to enhance the client experience and service for our clients.

OUR APPROACH



Our Values are intended to help achieve our aims and objectives and underpin the way we operate as an organization. Our values provide a structured way of highlighting the skills and behaviours colleagues need to demonstrate to deliver quality services.

‘Give respect, take action’

Providing person centred housing-related support and advice, ensuring clients are ready to take on their own tenancy. We care about our clients’ experiences when using our services. We hope it is a positive experience and that is what we aim for. We do recognize though that we don’t always get it right, and we have a clear and accessible Compliments, Complaints and Suggestions Policy that sets out how we will respond to complaints. Our Compliments, Complaints and Suggestions Policy can be obtained by email: info@actionorg.uk or complaints@actionorg.uk or via our website at: https://actionorg.uk/

2025/2026 - COMPLAINTS IN NUMBERS

There are several different types of complaints made, and a variety of reasons why clients sometimes feel that the service they have received falls below what they expect. Whilst complaints are dealt with on a “case by case” basis they often provide an insight into where things are not working as they might and where changes to service delivery might be needed or beneficial.

Stage 1 Complaints	
Complaints extended (in agreement with client)	0 (0%)
All Stage 1 complaints handled within timescale	100%
Stage 2 Complaints	
Complaints extended (in agreement with client)	0 (0%)
All Stage 2 complaints handled within timescale	100%

Findings:

Our main finding has been distinguishing the difference between a complaint and an anti-social behaviour complaint. Following the Housing Ombudsman’s regulations, anti-social behaviour reports are calculated and dealt with separately.

TYPES OF COMPLAINTS REFUSED

Action Housing's Compliments, Complaints and Suggestions Policy sets out the exclusion criteria for complaints which may be refused. Action Housing provides a copy of the Compliments, Complaints and Suggestions Policy to clients when a stage 1 complaint is acknowledged.

If a complaint is not accepted, the client will be given an explanation setting out the reasons why.

One complaint was refused during this period; refusal was due to the complaint being dealt with previously and the length of time passed.

HOUSING OMBUDSMAN DETERMINATIONS 2025-26

Action Housing received 0 (zero) Housing Ombudsman determinations in 2025-26.

Upon receipt of a determination, Action Housing would schedule a meeting with the relevant Heads of Service to ensure the complaint and determination can be discussed thoroughly, with any actions mutually agreed and allocated to a responsible Head of Service to implement. This ensures a joint approach to learning effectively from complaints and Housing Ombudsman determinations. With the aim to deliver noticeable improvements in service for our clients.

2025/2026 - KEY AREAS IDENTIFIED FOR ACTION

As Action Housing is fully compliant with the Housing Ombudsman's Complaint Handling Code, there aren't any immediate actions to complete. However, Action Housing strive to keep our service the best it can possibly be, so we are going to focus especially on keeping the following to a consistent high standard:

- Management of Repairs Contract (specifically issues with damp)
- Record Keeping
- How we hold information on our clients and their households, and how we use that information
- Full compliance with the Housing Ombudsman Complaint Handling Code

REMEDIAL ACTIONS

As we are fully compliant with the Housing Ombudsman's Complaint Handling Code, there aren't any remedial actions to complete.

Our Complaints Team comprises Heads of Department from Maintenance, Housing, Support, IT and Business Support. This cross-departmental approach brings together a broad range of professional expertise, knowledge and perspectives, enabling complaints to be considered holistically and ensuring that responses are informed by the relevant operational and service areas.

COMPLAINTS MADE BUT NOT ACCEPTED

Sometimes a formal complaint is made that is not actually a complaint but is a request for a service. An example might be “my garden fence is broken”. Although this might be made to our complaints team, it is a request for a repair rather than an expression of dissatisfaction with a service, it would only be managed as a complaint if the fault had previously been reported and we had not responded, or the client was not satisfied with the response. There are other occasions where a complaint may be made but not accepted, these are related to where there is a formal process in place for “right to review” or “appeal”. We will ensure these routes are pursued before a complaint is recorded.

HOUSING OMBUDSMAN - LEARNING FROM SPOTLIGHT REPORT

As part of our learning from complaints, we will look at a variety of services and attitudes if a “spotlight check” has been completed by the Housing Ombudsman on:

- Communication
- Consideration of vulnerabilities
- Record keeping
- Appointments
- Good practice

GOVERNANCE AND SCRUTINITY

We have several methods of ensuring full oversight and scrutiny by client representatives, Officers and Service Managers regularly review service delivery in respect of performance and complaints

THE HOUSING OMBUDSMAN’S ANNUAL REPORT

If you would like to read the latest Housing Ombudsman annual report, you can access it here: Annual Report and Accounts 2024-2025

OUR COMMITMENT

We continue to strive to provide the best possible service to our clients, and we are fully compliant with the Housing Ombudsman's Complaint Handling Code. We trust that this summary report provides you with relevant information and demonstrates our commitment to continuous learning and improvement.

FOR MORE INFORMATION

If you would like more information on our management and performance of complaints, please do contact us either info@actionorg.uk or complaints@actionorg.uk