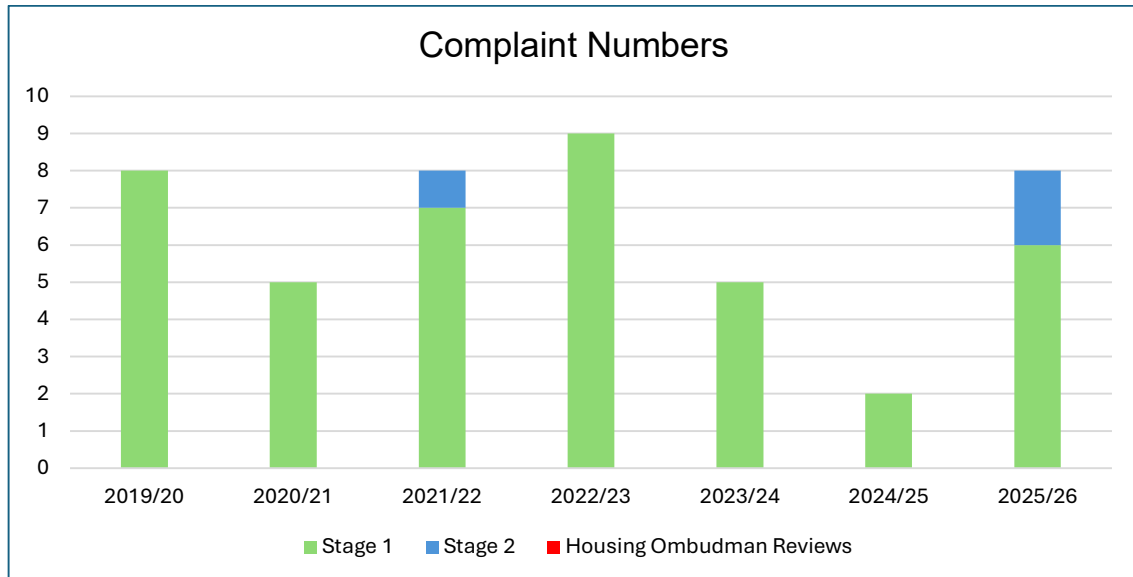


Annual Complaint Performance and Service Improvement Report 2025/26



From April 2025 until March 2026 Family Housing Association (FHA) received six Stage 1 complaints. They were about the following:

1. FHA's response to reports of Anti-Social Behaviour and counter allegations & FHA's approach and communication when allocating the tenancy.
2. Health & Safety hazard caused by a Contractor resulting in a tenant injury.
3. FHA's response to reports of Hate Crime and Harassment.
4. Conduct of Contractor & Communal Gardening Issues
5. FHA's out of hours repairs service
6. Timescales and priority to carry out a repair

In some or part of these complaints FHA acknowledged that communication from FHA staff could have been better, that there were occasions when procedures were not accurately followed, and standards from certain contractors had fallen below the standards we expect and that services could be improved. For some or part of these complaints, FHA concluded that FHA staff or contractors had responded correctly following our policies.

In order to put things right where FHA upheld part or all of the complaint, FHA provided training to staff, reminded contractors of the standards we expect, carried out additional works and liaised with external parties about an ongoing legal claim. Apologies were issued to tenants where appropriate and one tenant was issued shopping vouchers as a form of compensation.

Four out of the six complainants appear to be satisfied with the Stage 1 response as they have not chosen to escalate to Stage 2. They were all responded to within the timescales of the Housing Ombudsman's code and given contact details of the Housing Ombudsman.

There were two Stage 2 complaints about the following:

1. Timescales and priority to carry out a repair
2. FHA's response to reports of Hate Crime and Harassment

In the first case the complainant misunderstood our Stage 1 response, but the Investigating Officer acknowledged that had we asked more questions about the repair, we may have responded quicker. In order to put things right FHA provided training to staff. An apology and voucher was issued. FHA also acknowledged more could have been done to help the tenant understand the Stage 1 response.

In the second case, FHA concluded that FHA staff responded correctly to reports of Hate Crime and Harassment had followed our policies. In the first case an extension to the timescales was agreed with the complainant in order to agree a home visit at a time suitable for the complainant. The extension was not longer than 20 days in compliance with the Housing Ombudsman's code. The second case was responded to within the timescales of the Housing Ombudsman's code. Both cases were given contact details of the Housing Ombudsman.

There have been no Housing Ombudsman reviews within the reporting period. There has been no intervention from the Housing Ombudsman, so no reports or findings of non-compliance with the Code by the Ombudsman.

With such low numbers it is difficult to identify any trends. There were no systematic or policy failures. Where standards have fallen below expectations or procedures have not been accurately followed, staff have had training and contractors have been reminded of their obligations.

We will not know how this reporting periods number of complaints compare to our peers in the same reporting period until the Benchmarking data is available later this year.

The six Stage 1 complaints calculate at 14.96 per 1000 homes for the Tenant Satisfaction Measures (TSMs). In 2024/25, we had two Stage 1 complaints which calculated at 4.99 per 1000 homes. In the 2025 Benchmarking stats, the peer group median for Stage 1 complaints was 21.94 per 1000 homes. The median for Stage 1 complaints for all small housing associations that submit data to Acuity was 25.20 per 1000 homes.

The two Stage 2 complaints calculate at 4.99 per 1000 homes. In the 2025 Benchmarking stats, the peer group median for Stage 2 complaints was 0.80 per 1000 homes. The median for Stage 2 complaints for all small housing associations that submit data to Acuity was 2.26 per 1000 homes.

Although FHA only received a small number of complaints overall, the high tenant satisfaction levels in the most recent Tenant Survey in 2025/26 as part of the TSMs may demonstrate why. 97.01% of respondents said that when taking everything into account, they are satisfied with the service provided by FHA.

Within the same TSM survey, of the tenants who believed they had made a complaint, 91.67% were satisfied with FHA's approach to complaint handling. There were 24 respondents to this question. The disproportionate numbers of survey respondents who answered this question and the actual number of complaints FHA has recorded shows that FHA needs to continue to promote the complaints policy, explaining the difference between a service request and a complaint.

We recognise that the low number of complaints may mean some tenants do not know how to complain, so we will continue to promote our complaints process through the website, social media, newsletter, annual report, surveys, and verbal communication. All staff receive annual training on the Complaints Handling Code. They are equipped to recognise complaints and respond accordingly.

Customer Panel Response

The Customer Panel Meeting held on Thursday 21st May 2026 considered this report, noting the summary of complaints and the lessons learnt. Referencing the feedback from the Tenant Survey to the TSM's, Panel Members were encouraged by the overall high levels of tenant satisfaction with Family Housing Association (FHA) services and by the work to implement the Complaint Handling Code. Panel Members felt that continuing to publicise the way in which FHA deals with complaints would assist with tenant's understanding of the complaints process.

Panel Members also emphasised the need to make sure tenants know that they can make a complaint without fear of being treated differently or less favourably, noting that Family Housing Association sees complaints as an opportunity to learn. In conclusion, the Customer Panel recommended approval to the Board Meeting taking place on Tuesday 16th June 2026.

Board Response

The Board meeting held on Tuesday 16th June 2026 acknowledged the data and analysis provided about complaints in the past 12 months. The Board notes that despite an increase on the previous year, the number of complaints is still relatively low compared to our peers. The Board recognises that complaint handling is extremely important to ensure that our tenants are being listened to and to ensure we deliver a good quality housing service that addresses our tenants' housing needs. Work to improve the accessibility of complaints information on our website has been undertaken and possible barriers to complaining discussed with our Customer Panel. The Board and the Member Responsible for Complaints receive information on Complaints and Compliments at every Board Meeting. The Board gains assurance with regard to the low number of complaints by the exceptionally high levels of customer satisfaction with the service provided by FHA, which was 97.01% at the TSM survey in 2025/26.