



Annual Complaints Performance and Service Improvement Report

2025-2026

ROSS WALK HOUSING
COOPERATIVE

Introduction

As a social housing provider, we must comply with the Housing Ombudsman's Statutory Complaint Handling Code (the "Code"). This Annual Report provides:

- 1) Analysis of our complaint handling performance.
- 2) Findings of non-compliance by the Housing Ombudsman (HoS).
- 3) Service improvements made because of the learning from complaints.
- 4) Actions following any other relevant reports or publications produced by the HoS in relation to the work of the landlord.

The Cooperative has also completed an annual self-assessment against the Code and published both this report and the self-assessment on our website alongside the response to the self-assessment from our Governing Body, and our Complaints Policy.

1. Analysis of our complaint handling performance

- 1.1 In 2025/26, 5 complaints were received compared to 9 in 2024/25, 5 in 2023/24.
- 1.2 One complaint was resolved at Stage 2, and four at Stage 1, and none were escalated to the Housing Ombudsman. The managing agent for Ross Walk, Paragon Asra (PA) Housing provides reports on timescales on a quarterly basis to the management committee.
- 1.3 The Cooperative owns 121 homes and Stage1 complaints per a notional 1000 homes was 33.06; and 8.26 for Stage 2. These figures are recorded as part of the Acuity benchmarking group that Ross Walk Housing Cooperative is a member of.
- 1.4 The 2 issues that led to a complaint were:
 - Responsive repairs – 1 complaint
 - Gas servicing and breakdown – 4 complaints
- 1.5 In 2025/26 67% of complaints were upheld which is the same as 2024/25; and it was 100% in 2023/24.
- 1.6 We also record complaints which are not accepted. The Complaints Policy sets out clear circumstances when a complaint would be reasonably refused. There were no complaints that were not accepted during the year.

- 1.7 3 of the 5 complaints had a response that was within the target, and this has been reflected in the self-assessment in relevant sections.

2 Findings of non-compliance by the Housing Ombudsman

- 2.1 There were no findings from the Ombudsman during the year, and no cases were escalated to them.

3 Service improvements made because of the learning from complaints at PA Housing, the managing agent

- 3.1 The managing agent PA housing introduced an escalation team in June 2023. This team intervene in significant service failures whether it falls into the complaints process or not.
- 3.2 Due to the high volume of repairs-related complaints, regular contract review meetings are held and a log of queries created which is shared for improving communication.
- 3.3 Weekly reporting is reviewed by the relevant service teams. The overall position is also reviewed at management team meetings.
- 3.4 On initial receipt of a complaint, we now call the resident to acknowledge it, as well as discuss the situation to see if a quick resolution can be sought.
- 3.5 Complaints was selected as an area of internal audit for the Cooperative with a report in February 2025 and an action plan discussed with the Committee of management.
- 3.6 Complaints are now logged into the NEC Housing management system giving better oversight, ownership and reporting options. Actions on complaints are raised as tasks for owners of the complaint and key information and steps are recorded on NEC.
- 3.7 Weekly compensation schedules are processed, improvement in logging of complaints through the offer of a complaint form on the PA Housing website.

4 Actions following any other relevant reports or publications produced by the Housing Ombudsman in relation to the work of the landlord

- 4.1 A few key actions have also been introduced:

- Training in handling complaints has been delivered to relevant colleagues.
- Regular training for all colleagues on accurate record keeping, good communication and engaging with residents has been introduced.
- Reporting on the self-assessment to the management committee.
- Internal audit carried out by TIAA and action plan agreed.
- Introducing the policy, self-assessment and report onto the Coop website
- Adoption of the managing agent PA Housing's complaints policy. The self-assessment for this year is primarily the managing agents.
- Moving from one software called ReACT to NEC task manager for complaints recording. The benefits of that change have started to be realized.
- Circulation of the relevant information / publication from the Housing Ombudsman to the Chair of the Cooperative.

5 Self-Assessment of the Complaints Handling Code

The self-assessment exercise has highlighted:

- Updates were needed to our Complaints Policy to ensure compliance with the Code. This was completed by PA Housing, and the Cooperative policy subgroup and management committee adopted the PA policy.
- Complaint response times in 205/26 improved from 22% in 2024/25 to 60%. This will be closely monitored throughout 2026/27.
- Revised guidance and processes for call handlers was needed. This has already taken place.
- Full compliance with the revised Code will help avoid maladministration findings on complaints handling and should increase customer confidence.
- In the Tenant Satisfaction Measures Survey carried out in September 2025, 85% of respondents said they were satisfied with the Cooperative's approach to complaints handling which is a significant improvement from 50% the September 2024 survey results.