



Annual Complaint Handling Code Self-Assessment 2025/26

Governing Body's Response

Our assessment reflects the Co-operative's ongoing work to improve services, which is driven by the committee and the managing agent PA Housing and specifically the Coops team.

During the period 1 April 2025 to 31 March 2026, one complaint was escalated to stage 2. We also note in the detailed report that there are a higher number of complaints related to gas service and boiler breakdown and some delays in the investigation and concluding some complaints. This has been discussed with the contractor Sureserve who were also present in a meeting with the one complainant that had escalated to Stage 2.

During the year the committee have been focusing on the repairs contract with DLO and have sought assurance through regular quarterly meetings on performance and managing expectations as well as measuring tenant satisfaction when repairs are carried out.

Publication of the independent housing ombudsman self-assessment and the complaints policy as well as the governing body's response on the website of the cooperative is seen as a good position in order to publicise the information to all customers in an open welcoming way of attracting complaints as a means of better performance by the cooperative and its managing agent.

Complaints were also reviewed by TIAA as part of the internal Audit programme for the Cooperative in February 2025. The review considered the arrangements for monitoring, handling and responding to customer complaints, including reporting to the Management Committee. The review considered the Co-operative's self-assessment against the Housing Ombudsman's Complaint Handling Code. Reasonable assurance was given for the audit and an action plan introduced to implement.

Chair

On behalf of the Ross Walk Housing Cooperative Committee

3 August 2026