

Board Statement of Response to Learning from Complaints Report February 2026 for the 2025 year end

1 The Board considered the 2025 complaints performance and learning at it's meeting on 23 February 2026.

2 **Complaints Received**

We received significantly less complaints from residents in 2025 (9). Most complaints were partly or fully upheld (6) but there were no significant patterns.

2.1 Complaints received were grouped as: -

- | | |
|-----------------------|--------------------------------------------|
| a) PHA Service | 5 complaints of which 4 were partly/upheld |
| b) Contractor quality | 3 complaints of which 2 were partly/upheld |
| c) Repeating Damp | 1 complaint which was not upheld |

2.2 No resident complained more than once, and all complaints were responded to in time, and none was escalated.

2.3 Only one complaint resulted in a payment, and this was £150 for spoiled food after an electrical failure (deemed goodwill as no contemporaneous report was made) and a payment of £50 for the time a resident spent cleaning after a contractor did not properly clear up.

2.4 All the PHA service complaints which were upheld involved communication in some form – not being careful with language; not updating customers on planned repairs; failing to respond to communications on time or at all. The board felt that this showed how important good communication is to residents and why this needs to be a perpetual focus.

2.5 The two contractor complaints which were upheld involved poor quality of physical work. The board felt that this highlighted the need to encourage residents to let us know straight away if they are unhappy with the work in their homes – and the need to visit quickly when this occurs. Obviously, this sits alongside good post inspection regimes and contractor management.

3 **Key Learnings**

4 Including learning information as part of the complaint responses is helping us to improve service in ways that matter to residents. The new format for capturing learning allows our managers to ensure that learning is actually embedded in the day-to-day work of the organisation.

5 The most consistent issue – as in previous years – is that of communication. The board felt this emphasised the need for the team to be vigilant and creative and communicate more than we think is strictly needed all the time.