

Board meeting held on Thursday 29 May 2025

Item 11: Annual review of complaints 2024 / 2025

The Board considered the annual review of complaints for 2024 / 2025, together with the self-assessment of the Housing Ombudsman Service complaints handling code.

The Board were made aware that these documents must be submitted to the Housing Ombudsman by September 2025.

The Board noted an increase in the number of service requests and complaints received over the past year, acknowledging that the overall number still remains low. They were also made aware that the 18 service requests have all been addressed, with two escalating to a stage one complaint and one escalating to stage 2. Formal complaints rose from five last year to 11; all have been closed. One complaint escalated to stage 2 and upon further investigation, the complaint was not upheld.

The summary report considered by the Board looked at lessons learned with most complaints being around communications on property matters. Six of the complaints for property repairs were upheld; it was agreed that if communication had been better, these complaints may not have been raised.

The Board recognised that the rise in the number of service requests and complaints should be viewed as a positive, as it demonstrates residents are aware of their ability to bring forward areas of concern.

The Board asked if training and lessons learned was undertaken on a regular basis, which it was confirmed that it was.

The Board felt that this is a very helpful exercise and could not see any trends, all service requests and complaints were very individual.

The Board noted this to be a reassuring report.

The Board agreed to:

- i) approve the complaints summary for 2024 / 2025
- ii) approve the self-assessment against the Housing Ombudsman's Service complaints handling code
- iii) agree that both documents can be added to the Sutton Housing Society website and issued to the Housing Ombudsman Service by the end of September 2025