

Board minute notes for the Annual review of complaints at meeting held on 28 May 2026

13 Annual review of complaints

- 13.1 Glynis Gatenby introduced the report, which asks Board to approve the complaints report summary for 2025 / 2026 and the self-assessment against the Housing Ombudsman Service complaints handling code, both are attached as appendices.
- 13.2 Glynis Gatenby confirmed that the performance measures for complaints are reported to each Board meeting. She explained that further details on complaints are provided in the 'grumbles and groans' report, which complies with the Housing Ombudsman's Service complaints handling code. She summarised that in 2025 / 2026 we received 21 service requests and 13 complaints. She explained that lessons learned were once again, primarily around communications on repairs, which is in the action plan.
- 13.3 Alistair Auty thanked Glynis Gatenby for her report and asked if there were any questions or comments.
- 13.4 Michael Payton questioned, with the additional scrutiny now in place, could the title of 'grumbles and groans' be viewed as downplaying how seriously we take complaints? Alistair Auty agreed and asked the Senior Management Team to consider something less informal. Glynis Gatenby suggested complaints and concerns - this was agreed and the document will be submitted with the new title.
- 13.5 The Board agreed to:
- i) approve the complaints report summary for 2025 / 2026 (with the agreed name change)
 - ii) approve the self-assessment against the Housing Ombudsman's Service complaints handling code
 - iii) approve both documents can be added to the Sutton Housing Society website and issued to the Housing Ombudsman Service