

WISDEN HOUSING CO-OPERATIVE LTD

A STEVENAGE HOUSING CO-OPERATIVE

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Governing Body's Response to the Annual Complaints Performance and Service Improvement Report.

Statement from the Managing Committee of Wisden Housing Co-operative Ltd

The Managing Committee has formally reviewed, scrutinized and approved the Annual Complaints Performance and Service Improvement Report and the Housing Ombudsman Code Self-Assessment. **This response relates to the Annual Complaints Report for 1st January 2025 to 31st December 2025.**

As the governing body of a member-led Housing Co-operative we are fully committed to delivering the highest standard of service to all our members and take our oversight role seriously. We believe that compliments, complaints and general feedback are vital tools in helping us understand our tenants experiences and we continue to enhance the quality of our services.

Because we operated without an active website last year, the Committee prioritised digital transformation to elevate accountability. The launch of our new website ensures that any resident can instantly find our complaints procedure, learn how to escalate an issue and access independent information from the Housing Ombudsman Service. The Annual Self Assessment can also be viewed in our office during opening hours.

We confirm our full compliance with the Code and are confident that our Self Assessment accurately represents our approach to compliant handling. We are fortunate that complaints received are minimal however we will continue to improve on our service in dealing with complaints as quickly and effectively as possible. Meetings are set up through the course of the year in order for the group to discuss any complaints received and the best course of action on how to handle them.

The Complains Group have also been added to the Committee Agenda under 'sub-groups' so that the Managing Committee are aware of any current issues and how they are being addressed but more importantly, how we are listening to and learning from the complaints we receive.

Signed on behalf of the Governing Body

John F Smith
Chairman responsible for Complaints.