

WISDEN HOUSING CO-OPERATIVE LTD

THE ANNUAL COMPLAINTS AND SERVICE IMPROVEMENT REPORT 2025

INTRODUCTION & GOVERNANCE

The Housing Ombudsman Service require Landlords to produce an Annual Complaints and Service Improvement Report. This requires Registered Providers of Social Housing to report the number of complaints they've received during their financial year, the lessons learnt and the results of the Co-op's self-assessment against the Housing Ombudsman's Complaints Handling Code for the period 1st January to 31st December 2025 managing 94 flats. 88 at Wisden Housing Co-operative Ltd and 6 flats at Chatsworth Court all of which are social housing.

The report provides our members with information on the complaints we have received, what they were about and what we did to resolve them.

COMPLAINTS HANDLING CODE 2024

The code clarifies the definition of a complaints, how complaints can be made, the process that should be used and the governance structure around complaints. The code also directs Wisden Housing to produce this report and demonstrate compliance with the code. The Complaint Handling Code became statutory on 1st April 2024.

PERFORMANCE DATA

Over the course of 2025 we received **0 Service complaints.**
2 ASB complaints,

Please note that we do not accept complaints regarding Anti-Social Behaviour (ASB). This is because we have a separate ASB Policy and which deals with this. Copies of which are available from the office at no 1 Bader Close. Or by contacting the Complaints Officer by email.

Due to our small size, data is presented in absolute numbers rather than percentages to ensure maximum clarity.

Complaint stage (1,2,3,4,5)	Received	Resolved within Deadlines	Escalated	ongoing/ carried forward
Stage 1 (10 days)	0	0	0	0
Stage 2 (20 days)	0	0	0	0

Refused Complaints: **0** No complaints were turned away or refused access to the process.

Total Compensation Paid: **£0.00** No compensation was paid out.

Cases referred to the Ombudsman: **0**

Ombudsman Orders or Maladministration Finding

LEARNING & SERVICE IMPROVEMENTS

Wisden Housing Co-operative Ltd strive hard to deliver high quality services, but we accept that we may not always get it right but also we admit when we don't get it right we acknowledge this and attempt to correct it.

Our members' views and perceptions are important to us and therefore welcome feedback that we can present to Committee and the Complaints Group to improve our services to members.

Whilst we receive very few complaints, it is not taken for granted. We recently carried out our Tenants Perception Survey and we will ensure that any feedback from these surveys is relayed to the Complaints Team and to ensure that the Complaints Policy is easily accessible for all tenants and that they know how to access it.

THE HOUSING OMBUDSMAN SERVICE

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

There is also a poster with this information on a the office of 1 Bader Close.

FINAL NOTE

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of the Complaints Procedure and Complaints Policy to all new residents.

Please note that the Self-Assessment, Complaints Policy, Annual Complaints Performance and Service Improvement Report along with the Governing Body's response are all available on Wisden's website or at the office of 1 Bader Close.