Inspiring Housing
Community Land Trust

Annual Complaints Performance and Service Improvement Report 2025-2026

July 2026

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Introduction

The **Housing Ombudsman's Complaint Handling Code** became **statutory on 1 April 2024**, setting out mandatory requirements for landlords to ensure fair, transparent, and effective complaint handling. The Code aims to:

- Promote a **positive complaint handling culture**
- Ensure **early and effective resolution** of complaints
- Improve **resident-landlord relationships**
- Support **learning and service improvement**

Landlords must produce an Annual Complaints Performance and Service Improvement Report for scrutiny and challenge, which must include:

a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements
b) a qualitative and quantitative analysis of the landlord's complaint handling performance - this must also include a summary of the types of complaints the landlord has refused to accept
c) any findings of non-compliance with this Code by the Ombudsman
d) the service improvements made as a result of the learning from complaints
e) any annual report about the landlord's performance from the Ombudsman
f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord

Inspiring Housing CLT - Annual Self-Assessment Against the Complaint Handling Code

Core Principles
Inspiring Housing CLT must:

- **Be fair** – treat residents fairly and follow fair processes
- **Put things right** – acknowledge failures and take appropriate action
- **Learn from outcomes** – use complaints to drive service improvements

Key Requirements

Definition of a Complaint
A complaint is: *"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its staff, or those acting on its behalf, affecting an individual resident or group of residents."*

Accessibility

- Complaints must be easy to make
- Multiple channels must be available (e.g., phone, email, online)
- Reasonable adjustments must be offered under the Equality Act 2010

Complaint Handling Process - No more than **two stages** unless justified in the self-assessment

- **Stage 1**: Acknowledgement within 5 working days; response within 10 working days
- **Stage 2**: Escalation allowed unless valid exclusion; response within 20 working days

Inspiring Housing CLT have completed the annual self-assessment against the Housing Ombudsman's Complaint Handling Code (appendix A). Although no complaints were received during the reporting period, we have reviewed our policies, procedures, and practices to ensure they remain compliant with the Code.

Status: Fully compliant
Evidence: Complaints Policy review, staff training records, internal audit of complaint handling procedures
Commentary: We continue to promote awareness of the complaints process and ensure accessibility for all residents.

Analysis of Complaint Handling Performance

Total Complaints Received	Complaints Refused	Average Response Time
0	0	N/A

Commentary: While no formal complaints were received, we have systems in place to log and monitored informal feedback and service requests.

Findings of Non-Compliance by the Ombudsman

Findings: None
Commentary: We have not been subject to any Complaint Handling Failure Notices or other findings of non-compliance during the reporting period.

Service Improvements Made as a Result of Learning from Complaints

Although no formal complaints were received, we have taken proactive steps to improve our services based on our internal review:

- Refreshed staff training on complaint handling and customer service
- Improved visibility of the complaints process on our website and in tenant communications
- Introduced a quarterly review of service requests to identify trends and pre-empt potential complaints

Annual Report from the Ombudsman

Ombudsman Report: No specific report issued for our organisation during this period.

Other Relevant Reports or Publications from the Ombudsman

We have reviewed the Housing Ombudsman's thematic reports and sector-wide findings and used these to benchmark our practices and identify areas for potential improvement.

Appendix A

Complaint Handling Code Compliance Checklist

Definition of a Complaint	**Evidence – Jul 2026**
• Is your definition aligned with the Code? • Is it clearly communicated to staff and residents?	No updates made – Policy reflects this
Exclusions	
• Are exclusions from the complaints process clearly defined and justified? • Are residents informed in writing when a complaint is not accepted?	No updates made – Policy reflects this and no complaints received
Accessibility and Awareness	
• Is the complaints process easy to access and understand? • Are multiple channels available (e.g., phone, email, online)? • Are reasonable adjustments offered under the Equality Act 2010?	Improved accessibility by committing to reasonable adjustments under the Equality Act 2010 and clarifying multiple complaint submission channels.
Complaint Handling Staff	
• Are staff trained in complaint handling and customer service? • Is there a designated 'Member Responsible for Complaints'?	Organisation has e learning resources which capture staff training – staff required to complete complaint handling and customer service (this is reviewed annually) Introduced a designated Member Responsible for Complaints to oversee governance and compliance.
Complaint Handling Process	
• Is there a two-stage process in place? • Are Stage 1 complaints acknowledged within 5 working days? • Are Stage 1 responses provided within 10 working days? • Are Stage 2 responses provided within 20 working days? • Are extensions explained and justified to residents?	No updates made – Policy reflects this Clearly defined a two-stage complaint process and included escalation guidance to the Housing Ombudsman.
Putting Things Right	
• Are remedies appropriate and proportionate? • Are apologies, explanations, and actions clearly communicated?	No action taken as no complaints received
Learning and Improvement	

• Are complaints reviewed for trends and learning? • Are service improvements documented and implemented?	No action taken – no complaints received
Self-Assessment and Reporting	
• Has an annual self-assessment been completed and published? • Has the Annual Complaints Performance and Service Improvement Report been published? • Has the governing body reviewed and responded to the report?	No updates made – Policy reflects this
Scrutiny and Oversight	
• Is there tenant/resident involvement in reviewing complaints performance? • Are complaints data and learning shared with senior leadership?	No updates made – Policy reflects this
Annual Submission to the Ombudsman	
• Has the annual submission form been completed and submitted? • Have links to the complaints policy, self-assessment, and annual report been provided?	Annual submission completed and links to complaints policy included