Inspiring Housing
Community Land Trust

Governing Board Response to the Annual Complaints Performance and Service Improvement Report 2025-2026

INSPIRING HOUSING

July 2026

The Governing Board of Inspiring Housing Community Land Trust has reviewed the Annual Complaints Performance and Service Improvement Report for 2025–2026 alongside the annual self-assessment against the Complaint Handling Code. The Board recognises the importance of an open, accessible and accountable complaints process and welcomes the opportunity to review complaint handling performance, compliance and opportunities for continuous improvement.

During the reporting period, no formal complaints were received. While this is encouraging, the Board recognises that an absence of complaints does not automatically indicate an absence of dissatisfaction or concerns. As part of its review, the Board considered whether any barriers may exist that could discourage residents from raising concerns and sought assurance that residents can easily access information about how to provide feedback, raise concerns or make a formal complaint.

The Board received assurance that Inspiring Housing Community Land Trust has appropriate policies and procedures in place to support effective complaint handling and that information about the complaints process is available to residents through the organisation's website and communications. The Board also noted that there were no findings of maladministration, service failure, complaint handling failure orders or other determinations issued against the organisation during the reporting period.

Whilst no formal complaints were received, the Board recognises the value of all resident feedback in helping to improve services. The Board supports a positive complaints culture in which concerns are welcomed, handled fairly and viewed as an opportunity to learn and improve. Informal feedback, enquiries and concerns received throughout the year will continue to be reviewed to identify any recurring themes, potential service improvements and opportunities to enhance the resident experience.

Having reviewed the Annual Complaints Performance and Service Improvement Report, the Board is satisfied that the organisation continues to meet the requirements of the Housing Ombudsman Complaint Handling Code and remains committed to maintaining high standards of complaint handling and resident engagement.

Board Priorities for 2026–2027

The Board has agreed the following priorities for the coming year:

- Continue to monitor compliance with the Housing Ombudsman Complaint Handling Code and review the annual self-assessment.
- Ensure information about how to make a complaint remains clear, accessible and regularly promoted to residents.
- Review all complaints, concerns and other resident feedback to identify lessons learned and opportunities for service improvement.
- Seek assurance that residents are aware of their right to access the Housing Ombudsman Service where appropriate.
- Receive annual assurance regarding the accessibility of the complaints process, including any reasonable adjustments required by residents.
- Continue to promote a culture of openness, learning and continuous improvement across the organisation.

Board Resolution

The Governing Board has formally considered the Annual Complaints Performance and Service Improvement Report for 2025–2026 and is satisfied that Inspiring Housing Community Land Trust has appropriate arrangements in place to deliver a fair, accessible and effective complaints service.

The Board will continue to oversee complaint handling performance and monitor service improvements throughout 2026–2027 to ensure residents' voices remain central to the organisation's work.

Approved by the Governing Board of Inspiring Housing Community Land Trust

Date Approved: 15th July 2026
Chair of the Board: Michael Duddy