



2025 Annual Complaints
Performance and Service
Improvement Report.

Date: March 2026



1. Introduction:

Welcome to HFH's Annual Complaints and Service Improvement Report for 2025.

This report provides an analysis of the complaints received during the reporting period of January 1st – December 31st, 2025.

The report will identify the initiatives and improvements we will implement to enhance customer service and the overall customer experience.

2. Complaints Overview:

- ❖ Total Complaints received: **0**.
- ❖ Resolved complaints: **N/A**.
- ❖ Outstanding complaints: **N/A**.
- ❖ Themes Identified: **N/A**.

3. Complaints Handling Performance:

During the reporting period of 1st January 2025 – 31st December 2025, Home from Home HA Ltd (HFH) are pleased to confirm that we received no formal complaints, as such, there were not any complaints to monitor for reporting.

Although, HFH are happy to confirm there were no complaints, we do not take this lightly and will not become complacent in our approach.



Instead, HFH will continue to make certain our customers are fully informed of our Complaints Policy and Procedure process and how this can be accessed.

To make the process as accessible as possible, we have also generated a dedicated email address for complaints in direct response to customer feedback and suggestions.

4. Complaints Escalated to the Housing Ombudsman Service:

HFH had no complaint matters either escalated or referred to the Housing Ombudsman Service, during the 2025 reporting period.

5. Compliance with the Code:

HFH have fully complied with the complaint handling code and required no intervention from the Housing Ombudsman Service

6. Annual Self- Assessment:

A copy of the HFH 2025 Annual Self- Assessment form is attached for ease of reference and review.

7. Learning and Service Improvements:

During the reporting period, our housing association received zero complaints. While this is a positive reflection of our service delivery, we do recognise the importance of remaining vigilant and proactive. We aim to ensure our customers are fully aware of their rights to raise their concerns and that our Complaints policy is accessible, transparent, and easy to use.



8. Service Improvement Plan:

Key Objectives	Proposed Actions
<p>Maintain high service standards to minimise complaints.</p>	<ul style="list-style-type: none"> ❖ Introduce localised customer satisfaction surveys to gather essential feedback. ❖ Implement a “You Said, We Did” campaign to demonstrate responsiveness to feedback. ❖ Staff training and development: provide regular training and/or upskilling on customer services and complaints handling. ❖ Conduct internal audits of service delivery areas (e.g., repairs, communication, customer services, response times, contractors) for consistency and VFM
<p>Increase awareness of the</p>	<ul style="list-style-type: none"> ❖ Launch a “Know Your Rights” awareness campaign across



complaints policy and procedure.	digital and physical platforms.
Ensure accessibility of the complaints process for all customers	<ul style="list-style-type: none"> ❖ Ensure the complaints policy is accessible on the website in easy-to-read format. ❖ Provide copies in large print, audio, translated versions or Braille (upon request).

9. Management Committees Report Response:

HFH have a Member Responsible for Complaints (MRC) who provides assurances to the board on the effectiveness of our complaints management and the measures in place to improve service delivery. In addition, the Board of Trustees are regularly informed of any complaints received throughout the year through quarterly reporting.

The MRC and Board of Trustees received:

- The 2025 Annual Complaints Performance and Service Improvement Report.
- The revised Complaints Policy to align with the Housing Ombudsman Complaint Handling Code.
- The 2025 Annual Self- Assessment Form.

The MRC has deemed the Self- Assessment Form as being compliant with the Housing Ombudsman Complaint Handling Code 2024.



10. **Conclusion:**

While the absence of complaints is encouraging, we remain committed to continuous improvement and transparency. By enhancing the awareness of our complaints process and actively seeking feedback, we aim to maintain high standards and ensure our tenants feel heard and supported.