



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025/26.

INTRODUCTION

In 2024, the Housing Ombudsman introduced a revised statutory Complaints Handling Code that applies to all registered housing associations and local authorities. Member organisations are required to self-assess their compliance with the Code annually.

This report covers our compliance with the Code, and our complaints handling performance between 1 October 2025 and 30 September 2026.

We have included within this report:

- Our statement about performance from the Board
- A summary of complaints including the number of complaints received and resolved, and the corresponding response times.
- Service improvements and learnings because of complaints.

Our self-assessment of compliance with the Housing Ombudsman Complaint Handling Code was completed in was published in July 2026, and is available via our website at <https://sandbournehousingassociation.org.uk/pub/complaints-handling-code-self-assessment.pdf>

BOARD STATEMENT

Sandbourne is committed to providing the highest quality services to residents that we can. We understand that unfortunately, sometimes things go wrong, and when this happens it is important that we put things right as soon as we can.

Vice Chair, Joe Waters the Sandbourne Board Member Responsible for Complaints (MRC) has been part of the production of this report. The report was shared with the Board on 16 September 2026, and their response was as follows:

“The Board meets 6 x a year and, on each occasion, considers a report detailing both new complaints that have been received which includes the progress made with resolving these and those that have been reported previously. This provides the Board with comprehensive oversight of the way that complaints are being managed, and the opportunity to scrutinise and question progress on individual cases.

The Board is satisfied that the approach to complaint handling by Sandbourne is both an appropriately a high priority and that we are compliant with the Complaint

Handling Code, as evidenced in our self-assessment approved at the meeting on 22 July and this Report.

The Board noted the increase in the number of complaints from 10 in 2024/2025 to 15 in 2025/2026 but are satisfied that this is not attributable to either a reduction in the standard of service delivery or the performance of contractors. Sandbourne received a total of 23 compliments from residents or applicants in 2025/26, in comparison to the 16 received in the preceding 12 months.

During the next 12 months we expect to see a continued focus on service improvement and learning outcomes from complaints to ensure that Sandbourne can continue to demonstrate its commitment to providing the best possible service for residents”.

COMPLAINTS PERFORMANCE 1 OCTOBER 2025 – 30 SEPTEMBER 2026

Our objectives are:

• To consistently acknowledge complaints on time. – We acknowledged 100% of complaints on time.	• To make consistent compensation payments. Where we have offered compensation, this has been in line with the Complaints Handling Code.
• The consistent delivery of the complaint service for residents - Changes to the way that we manage complaints through our Policy have maintained consistency in our responses.	• Effective learning from complaints – So we avoid making the same mistakes. See ‘Service Improvement and Learning’
• To keep residents informed – All stage 1 and 2 complaints have been acknowledged and responded to within the timescales specified in the Complaints Handling Code.	• To protect the health and safety of residents- We assess all complaints that potentially impact on the health and safety of residents

Summary of complaints between 1 October 2025 and 30 September 2026

	No	%
Number of complaints received at stage 1.	15	67
Stage 1 complaints acknowledged in line with the Complaints Handling Code	15	100
Number of Stage 1 complaints responded to	15	100
Stage 1 complaints responded to in line with the Complaints Handling Code	15	100
Number of complaints received at stage 2.	5	33
Number of Stage 2 complaints responded to	5	100

Stage 2 complaints responded to in line with the Complaints Handling Code	5	100
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Three residents made two unrelated complaints each in the period, four of which were subsequently escalated to Stage 2 of the Complaints and Compliments Policy. The remaining stage 2 complaint was subsequently determined by the Housing Ombudsman and is referred to later in this report.

Two complaints received in the period were not accepted, as they fell outside the scope of our Complaints and Compliments Policy and are therefore not included in the figures above. The residents concerned were advised accordingly and given the option to contact the Housing Ombudsman if they disagreed with our decision, in line with the Complaint Handling Code.

Reasons for complaint.

The table below shows the areas of service where we receive complaints: Repairs is our largest service and one that residents care about the most.

Service area	No	%
Repair and maintenance of homes	5	38
Management of homes, anti-social behaviour and lettings	7	43
Estate Management (i.e. cleaning and grounds maintenance)	2	13
Home ownership and the resale of homes	1	6
Data Protection	-	-
Rents and service charges	-	-

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services to residents. As part of our commitment to this, complaints, learning and progress is regularly discussed within the team and where appropriate our contractors and third-party suppliers.

Some examples of how we use this feedback to make improvements include:

To exercise caution in seeking to accommodate tenants' requests in relation to varying work related to the adaptation of their homes.

Where we receive complaints that relate to anti-social behaviour, we are clear in our initial response to these that they will be managed in accordance with that Policy rather than under the Complaints and Compliments Policy.

Housing Ombudsman

During the reporting period the Housing Ombudsman issued one service failure notice in respect of the one complaint determined in the period. This was reported to the Board at the meeting on the 22 July. The Housing Ombudsman found no maladministration on the part of Sandbourne in this determination.

The Housing Ombudsman's most recent report on Sandbourne Housing Association covers the period April 2025 to March 2026 and is available on our website.

In the reporting period no new complaints were referred to the Housing Ombudsman.