

Governing body response to annual complaints performance and service improvement report 2024/25

28th October 2025

As both a cooperative and a housing association, we are aware of our unique position as a housing provider. We do not have a governing body as such, but all members bear responsibility for making decisions within the Coop, with some members holding additional key roles such as honorary treasurer and secretary.

Our members are always at the core of our activities by our very nature. We believe that we provide a valuable service in Bristol, and aim to expand further if we are able. To that end, we have made improvements to our complaints policy, in line with the Ombudsman's expectations, in order to have a more robust process for dealing with complaints, should they arise.

By making these policy documents clear and more accessible, we feel that our members, tenants, applicants and third parties will feel both empowered to raise a complaint with the Coop if they desire, and satisfied that it will be dealt with correctly and efficiently.

Rachel Tillotson
Honorary Secretary

Kenny Guppy
Honorary Treasurer

Trevor Houghton
Complaints Officer