

Somewhere Cooperative Housing Association

Annual complaints performance and service improvement report 2025/26

Report from Compliance Group

Complaints Handling Performance 25/26

The co-operative received one email headed “complaint” in February 2026. This complaint has been resolved in line with the complaints policy and the Housing Ombudsman’s code.

In general, we believe that, as a small organisation which makes decisions at regular General Meetings, tenant satisfaction is high as issues can be aired and resolved in this arena. However, members are told that they can make complaints in private to the Complaints Officer who will treat them confidentially if that is what they would prefer.

The Tenant Satisfaction Survey conducted during the year demonstrates general satisfaction with how the co-operative operates.

Service Improvements

Unfortunately, due to personal circumstances, the officer who had volunteered to:

- Create a standardised complaints form, easily accessible to applicants, member and third parties, had not yet been able to do this
- Develop a way of tracking dissatisfaction and complaints in a centralised location
- Schedule an annual refresher for all members on both the complaints policy and the Ombudsman’s requirement in detail

has been unable to do this. Hopefully, this situation can be rectified soon. However, the tiny resources of the Co-op have been enormously stretched recently with organising

the conversion of a house into two separate flats to offer secure accommodation to a young mother. The financial strain of this has been (and continues to be) significant. The Co-op has also had to find new accountants and to set up completely new systems to satisfy the extended requirements of the Regulator.

Hopefully, the co-operative will have more bandwidth to focus on any improvements to its service in relation to complaints which are highlighted once the active complaint has been resolved to the satisfaction of all the parties involved.