

FIVE VILLAGES HOME ASSOCIATION LIMITED

Five Villages Home Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014: Registration no: 21187R
Registered with the Regulator of Social Housing Registration no: L2195
Exempt from charitable registration.



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Chair: Ms Rosemarie Ryan

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025.

1. Introduction.

Reporting period: 1 January 2025 to 31 December 2025

This is our Annual Complaints Report for the period 1 January to 31 December 2025. It provides our tenants with an overview of the complaints we received during the year, the issues raised and the action taken to resolve them.

We are committed to delivering high-quality services to our tenants. However, we recognise that there may be occasions when we do not get things right. When this happens, we will listen to tenants' concerns, acknowledge where improvements are needed and take appropriate action to put things right wherever possible.

We value the views, experiences and feedback of our tenants. Complaints provide an important opportunity for us to understand where our services can be improved and to learn from our experiences.

Tenant feedback and learning from complaints are shared with the Board to help inform service improvements. We will continue to listen to our tenants and use their feedback to improve the services we provide, ensuring that tenants' views remain central to our approach.

2. Board Oversight and Learning from Complaints

In September 2026, the Board of Trustees approved this year's Annual Complaints Report.

The Board receives regular reports on complaints received and provides oversight to ensure that Five Villages continues to meet the requirements of the relevant Complaints Code and our own complaints policy and procedures. Complaints Officers are appointed to investigate complaints thoroughly and impartially, helping us to understand our tenants' experiences, concerns and needs.

When a complaint is received, we follow our established complaints policy and procedure. Once an outcome has been agreed, we carefully consider the findings and ensure that any actions identified are followed through appropriately.

We view complaints as an important opportunity to learn and improve. Where a complaint highlights an area where our services or processes could be strengthened, we use that learning positively to help improve the services we provide to our tenants in the future.

3. Complaints Handling Performance

Period	Stage 1 Complaints	Stage 2 Complaints
1 st January 2025 – 31 st December 2025	0	0

Complaints Received During 2025

We are pleased to report that no formal complaints were received during the reporting period. As a result, there are no formal complaints or outcomes to report for this year.

However, we do not take this for granted and recognise the importance of ensuring that tenants feel able to raise concerns should they wish to do so. We will continue to ensure that all tenants are aware of our Complaints Policy and Procedure and know how to access and use it.

We remain committed to listening to our tenants and welcoming feedback, concerns and suggestions as an important part of continually reviewing and improving the services we provide.

4. Complaints Escalated To The Housing Ombudsman Service

During the reporting period, from 1 January 2025 to 31 December 2025, no complaints were escalated to or referred to the Housing Ombudsman Service.

This reflects the positive outcome that no formal complaints required external review during the year.

5. Compliance with the Complaints Handling Code.

During the reporting period, Five Villages complied with the requirements of the Complaints Handling Code. No intervention by the Housing Ombudsman Service was required during the year.

6. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact details in our correspondence relating to our services. This ensures that residents are aware of the independent support and advice available to them and can access the service whenever they feel it would be helpful.

Residents should be aware that they **do not need to have a formal complaint in progress** to contact the Housing Ombudsman Service. The Ombudsman can provide advice and support to residents who have questions or concerns about their housing or the complaints process.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Tel: 0300 111 3000

7. Access to Our Complaints Policy and Procedure.

We aim to resolve concerns as quickly and effectively as possible, ideally at the first point of contact through the Manager. If a resident remains dissatisfied following this initial response, they can make a formal complaint, which will be managed in accordance with our Complaints Policy and Procedure.

Residents can access our **Complaints Policy and Procedure** and our **self-assessment against the Housing Ombudsman's Complaints Handling Code** through the Manager or by contacting our office:

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Winchelsea
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Telephone: 01424 814608

Residents are welcome to visit our office or contact us by telephone if they require assistance in raising a complaint or would like further information about the complaints process. Once a formal complaint is received, it will be managed in accordance with our Complaints Policy and Procedure.

All new residents are provided with a copy of our Complaints Policy and Procedure when they move into Five Villages. Information about complaints is also included within our Annual Report and relevant correspondence, ensuring that residents are aware of how to raise concerns should they need to do so.

We are committed to listening to our residents and taking their views seriously. The publication of this Annual Complaints Report, together with the Board of Trustees' response, demonstrates our commitment to transparency, accountability and learning from resident feedback to improve the services we provide.

