

## **Board Response to the Complaints Self-Assessment and Annual Report 2025/26**

The Board welcomes this report and thanks residents who have taken the time to raise complaints, share their experiences and provided challenge and scrutiny on our process for resolving complaints.

The Board notes that Midland Heart remains compliant with the Housing Ombudsman's Complaint Handling Code. We also recognise that, although complaint volumes have stayed similar, too many complaints continue to be upheld, and response times were affected during periods of high demand. We support the actions taken to address this, including appointing a new Complaints Manager and strengthening staff support and training.

We also welcome the steps taken to learn from complaints and improve services, including changes to repairs, stronger contractor oversight, and a clearer lessons learned approach. We are particularly encouraged by work to improve communication with residents and in the level of tenant involvement in shaping improvements which all were incorporated into our new complaints service improvement framework launched in November.

The Board values the assurance provided through audit and external scrutiny, and supports the actions taken to strengthen processes, resilience, and consistency in complaint handling. We also note the rise in Ombudsman escalations and the small reduction in maladministration findings. This shows progress but also underlines the need to keep improving.

Looking ahead, the Board will continue to oversee complaint performance closely, support tenant involvement, and make sure learning leads to meaningful service improvement. Our aim is to provide services that are reliable, respectful, and focused on residents' needs.

**Midland Heart Board** May 2026

"This year's complaints performance shows that, while we have remained compliant with the Housing Ombudsman's Complaint Handling Code, there are still areas where we need to do better. We have taken steps to strengthen our approach, including new leadership, better staff support, and a stronger focus on learning from complaints. As the Member Responsible for Complaints, I welcome this progress, but I am clear that we must continue improving outcomes and experiences for residents."

**Dasos Christou, appointed Member Responsible for Complaints**