



**Old Etonian Housing Association
Annual Complaints Performance and
Service Improvement Report**

Reporting period: 1 April 2025 to 31 March 2026

September 2026

Summary

During 2025/26 OEHA recorded one formal complaint, concerning a repair and the contractor's handling of the repair process. The complaint was upheld at Stage 1 and Stage 2. Compensation was offered at both stages and was increased at Stage 2 to reflect the distress and inconvenience caused. The case led to further staff training, stronger Stage 1 handling, a review of contractor processes and quality checks, and closer monitoring through the OEHA/Shian liaison arrangements.

Service requests have also been monitored so that concerns are followed through, and any expression of dissatisfaction is recognised and handled as a complaint where appropriate.

1. Purpose of this report

This report sets out Old Etonian Housing Association's (OEHA) complaint handling performance and the service improvements arising from complaints and resident feedback for the financial year 1 April 2025 to 31 March 2026. It is prepared for scrutiny and challenge by OEHA's Management Committee and for publication as part of OEHA's annual submission to the Housing Ombudsman Service (HOS).

OEHA is a small registered social landlord. While Shian Housing Association (SHA) has acted as OEHA's managing agent since April 2024 and delivers the housing management service on OEHA's behalf. OEHA remains responsible for its complaints policy, oversight and compliance with the Housing Ombudsman's Complaint Handling Code.

This report has been structured around the requirements of section 8.1 of the Complaint Handling Code. OEHA's full annual self-assessment against the Code forms part of the annual reporting arrangements and will be published alongside this report, together with the Management Committee's response and the Complaints Policy and Procedure.

2. Complaint handling performance

The complaint data available for the reporting year is summarised below.

Measure	2025/26	Comment
Formal complaints accepted	1	Repair and contractor handling
Stage 1 complaints	1	Upheld
Stage 2 escalations	1	Upheld at Stage 2
Compensation / remedy	1 case	Compensation offered at both stages; Stage 2 remedy increased and an action plan agreed
Complaints refused or excluded	0	No refused complaints are recorded in the information reviewed for this report

Measure	2025/26	Comment
HOS findings of Code non-compliance	0	No finding of Code non-compliance is recorded for the reporting year

OEHA's policy requires complaints to be acknowledged within five working days, Stage 1 responses within 10 working days of acknowledgement, and Stage 2 responses within 20 working days of acknowledgement. The case information supplied for this annual report does not contain the individual receipt, acknowledgement and response dates needed to calculate a reliable percentage against those timescales.

OEHA will therefore not present an unsupported compliance rate. From 2026/27, the complaint log will record these dates consistently so that annual and quarterly reporting can show performance against each Code timescale.

3. Qualitative analysis: what the complaint told us

The complaint concerned poor service following a repair issue and the contractor's handling of the repair process. The complaint progressed from Stage 1 to Stage 2. It was upheld at both stages, with compensation offered and an agreed plan of action. At Stage 2, the compensation was increased to recognise the distress and inconvenience caused.

The main learning was not limited to the repair itself. The case showed the importance of clear ownership, timely updates, contractor accountability and a Stage 1 response that deals fully with all the concerns raised. Where action remains outstanding, residents should know what will happen next, who is responsible and when they can expect an update.

4. Service requests and complaint recognition

Residents also raised a number of day-to-day service requests during the year, including:

- security of the Eton House car park
- the lock on the Eton House communal garden gate
- day-to-day noise from a neighbouring property
- scaffolding erected at a neighbouring property
- a gas heating contractor arriving late or missing appointments

These issues were addressed as they were reported. OEHA takes service requests seriously and monitors them so that actions are followed through. In line with the Complaints Policy and the Code, a service request is not used to prevent a resident from making a complaint. Where a resident expresses dissatisfaction with the response

to a service request, or where the matter otherwise meets the definition of a complaint, it should be logged and handled through the formal complaints process while work to resolve the underlying issue continues.

5. Complaints refused or excluded

No complaints are recorded as having been refused or excluded from the complaints process during 2025/26. OEHA's policy sets out the limited circumstances in which a complaint may not be accepted. Any such decision must be considered on its individual merits, explained to the resident, and include information about the resident's right to ask the Housing Ombudsman to consider the decision.

6. Learning and service improvements

The following improvements have been made or embedded as a result of complaint learning and review of resident feedback:

- Refresher training has been provided to staff on complaint recognition, acknowledgement and response times, and clear responsibility for each complaint.
- Stage 1 handling has been reinforced so that complaints are investigated fully at the earliest opportunity, all points raised are answered and appropriate remedies are considered.
- The contractor repairs handling process and quality checks have been reviewed following the complaint.
- Complaint handling and learning are included as a standing item at the monthly OEHA/SHA liaison meeting so that actions and emerging concerns can be followed up.
- Complaint learning and service improvements are shared with residents through OEHA newsletters.
- Service requests continue to be monitored so that repeat concerns and expressions of dissatisfaction are identified promptly.

7. Service improvement plan for 2026/27

Area	Action	Lead oversight	Review
Complaint data	Maintain a complete complaint log showing receipt, acknowledgement, Stage 1 and Stage 2 dates, outcomes, remedies and completion of actions.	Operations Director	Monthly / quarterly
Stage 1 quality	Quality-check responses so that the complaint definition, decision,	Operations Director	Quarterly

Area	Action	Lead oversight	Review
	reasons, remedy, outstanding actions and escalation rights are clear.		
Repairs and contractors	Continue to monitor open repairs, missed appointments, resident updates and contractor quality.	SHA / Operations Director / Asset Manager	Monthly
Service requests	Review service requests and ensure repeat concerns or dissatisfaction are recognised and logged as complaints where appropriate.	Frontline Team - Tenancy Services Officer(s)	Ongoing
Resident learning	Share learning and improvements with residents and use feedback to identify recurring service issues.	Operations Director / Company Secretary	Periodic
Governance	Report complaint volumes, outcomes, trends, performance and outstanding actions to the Management Committee.	Operations Director - operational lead; Company Secretary / MRC - governance oversight	Quarterly / annual

8. Housing Ombudsman findings and publications

No finding of non-compliance with the Complaint Handling Code by the Housing Ombudsman is recorded in the information reviewed for 2025/26. No OEHA-specific Housing Ombudsman annual performance report or other OEHA-specific publication requiring a separate action plan has been identified for the reporting period.

OEHA will continue to consider relevant Housing Ombudsman reports, guidance and learning publications where they are applicable to its services, including learning on repairs, contractor management, communication, remedies and complaint handling.

9. Annual self-assessment against the Complaint Handling Code

OEHA has completed its annual self-assessment against the Housing Ombudsman's Complaint Handling Code. The self-assessment records compliance with each provision of the Code and sets out the evidence used to support that assessment. It covers complaint definitions and service requests, exclusions, accessibility, complaint handling responsibilities, the two-stage process, response times, remedies, reporting, scrutiny and continuous learning.

The self-assessment confirms that, since April 2024, SHA has acted as OEHA's managing agent and SHA's Operations Director has overall responsibility for monitoring complaints and liaison with the Housing Ombudsman. The self-assessment identifies OEHA's Company Secretary as the Member Responsible for Complaints (MRC). The Company Secretary provides governance oversight and assurance, while the Operations Director retains operational responsibility for complaint handling and monitoring. These roles together support operational oversight, governing body assurance and follow-through on learning.

The self-assessment must be reviewed and approved by OEHA's governing body at least annually and published as part of the annual complaints reporting arrangements. The full self-assessment will be published alongside this report and should be read as an integral part of it.

10. Scrutiny, oversight and assurance

Complaint handling is overseen through both operational and governance arrangements. The Operations Director monitors complaints and complaint learning. Complaint information is reported to the Management Committee, and complaint handling is also discussed through the OEHA/SHA liaison arrangements.

The MRC has access to the Operations Director and Managing Director and is responsible for helping to ensure that the Management Committee receives suitable information on complaint volumes, categories, outcomes, trends and performance. The Management Committee's annual response to this report records its scrutiny of the report and the self-assessment and will be published alongside both documents.

11. Conclusion

The complaint reviewed during 2025/26 provided useful learning about repairs, contractor handling, communication and the quality of early complaint resolution. OEHA has used that learning to strengthen staff understanding, Stage 1 handling, contractor review and ongoing oversight. Service requests will continue to be taken seriously, monitored and escalated into the complaints process where dissatisfaction is expressed or the matter meets the complaint definition.

The priority for 2026/27 is to maintain these improvements and strengthen the management information available to the Management Committee, particularly performance against the Code's response times and evidence that agreed remedies and service improvements have been completed.

Documents to be published with this report

- OEHA annual self-assessment against the Housing Ombudsman's Complaint Handling Code
- OEHA Management Committee response to the Annual Complaints Performance and Service Improvement Report
- OEHA Complaints Policy and Procedure

Timeline - 30th September 2026.

Responsible Person-- Operations Director (Day-to-day operations) & Company Secretary (Board / Governance)

By implementing the service improvement plan, we aim to enhance tenant satisfaction, reduce the number of complaints, and improve overall service quality.