

TOWNSHEND CLOSE HOUSING COOPERATIVE LTD

ANNUAL COMPLAINT PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Financial Year Ending March 31st 2025

Introduction

Complaints are invaluable to any organisation, as a source of learning and an opportunity to make improvements. Townshend Close Housing Cooperative is committed to dealing with complaints fairly, impartially and promptly.

The Housing Ombudsman Service's revised Complaint Handling Code for 2024 came into effect on the 1st of April. All registered providers (housing associations) must follow the code when dealing with complaints. The new code introduced a range of new requirements including making an annual submission to the Housing Ombudsman. All organisations must now submit a copy of their complaints policy, a self-assessment of their compliance with the code, a complaint performance and service improvement report, and the governing body's response to the complaints self-assessment.

Complaints Performance

No complaints were received in the financial year 2024 – 2025.

Accessibility of the Complaints Process

Townshend Close Housing Cooperative adopted a revised complaints policy in the final quarter of the financial year. This was to ensure that our policy complies fully with the Housing Ombudsman's Complaint Handling Code.

Complaints are received by the Coop's managing agent Co-op Solutions limited and via the Co-op's website. The Co-operative's website- www.townshendhousing.co.uk has complaint contact page which clearly explains how residents can make a complaint. The website's homepage displays Coop's main number and contact email address.

Where a resident complains about a service provided by Co-op Solutions Limited, this can be made to the Co-op's email address which info@townshendhousing.co.uk Where the complaint is about a governance issue this can be made via the Co-op's website, the committee responds to the complaint with assistance and advice from Co-op Solutions Limited.

Publishing Information about Complaints

Townshend Close Housing Cooperative has a website and information on making a complaint, a copy of the Complaints Policy as well as information on the Housing Ombudsman Self assessment, Performance and Service Improvement report and response are published on the website- www.townshendhousing.co.uk