

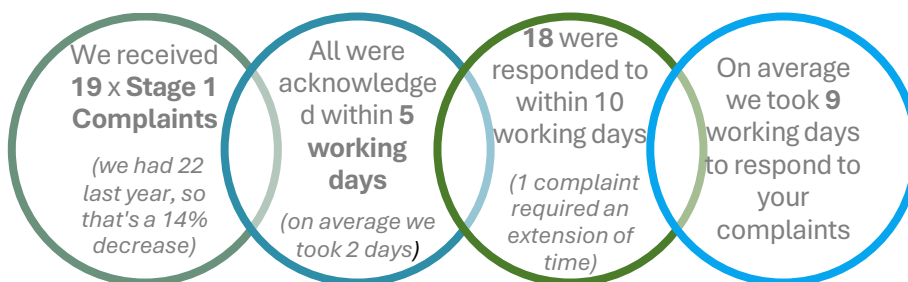
We believe that listening to our tenants is essential. Complaints help us understand what's working well and what we need to do better. In this report, we share what tenants have told us, how we have responded, and what we are doing to improve our services. This report aims to:

- **Learn from your feedback** by identifying common issues and making changes where needed.
- **Meet our responsibilities** under the Housing Ombudsman's Complaint Handling Code.
- **Keep you informed** by showing how complaints are handled and how they lead to improvements.

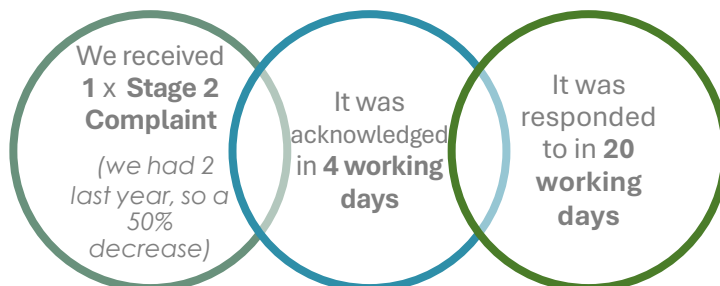
We are committed to being open, listening carefully, and using your feedback to make our services better.

1. Number of Complaints and How Long we Took to Handle Them

Stage 1 Complaints

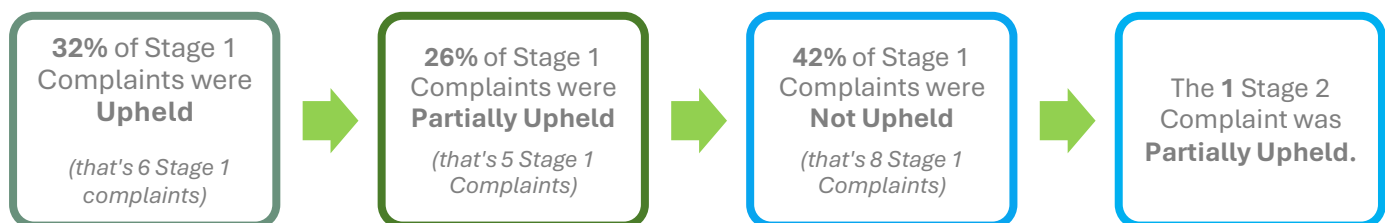


Stage 2 Complaints



100% of all stage 1 and stage 2 complaints were responded to within the Housing Ombudsman's Complaints Handling Code targets. A result we are pleased with and have worked hard to achieve.

2. Complaint Outcomes

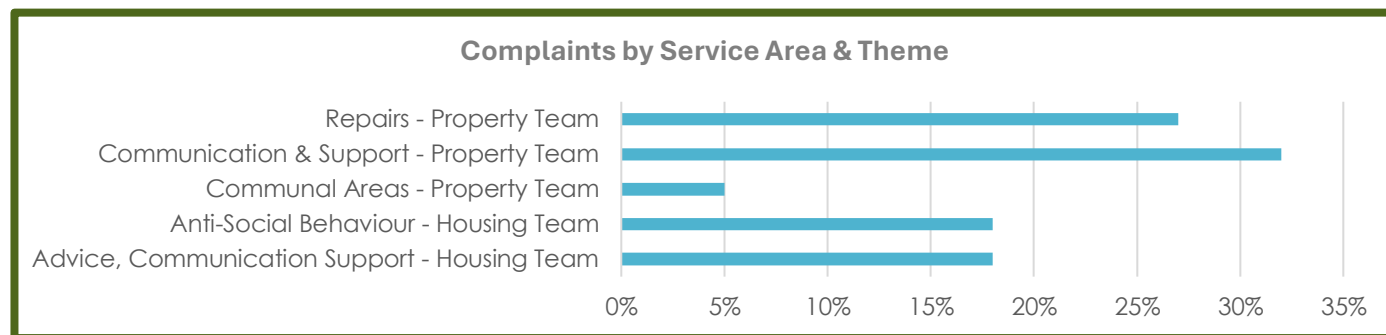


Upheld - This means we identified a service failure and acknowledge that we could have handled the situation better. As a result, there are lessons for us to learn and improvements to make.

Partially Upheld - This means we found that some aspects were not handled correctly. While not everything was wrong, there are areas where we need to make changes and improve our approach.

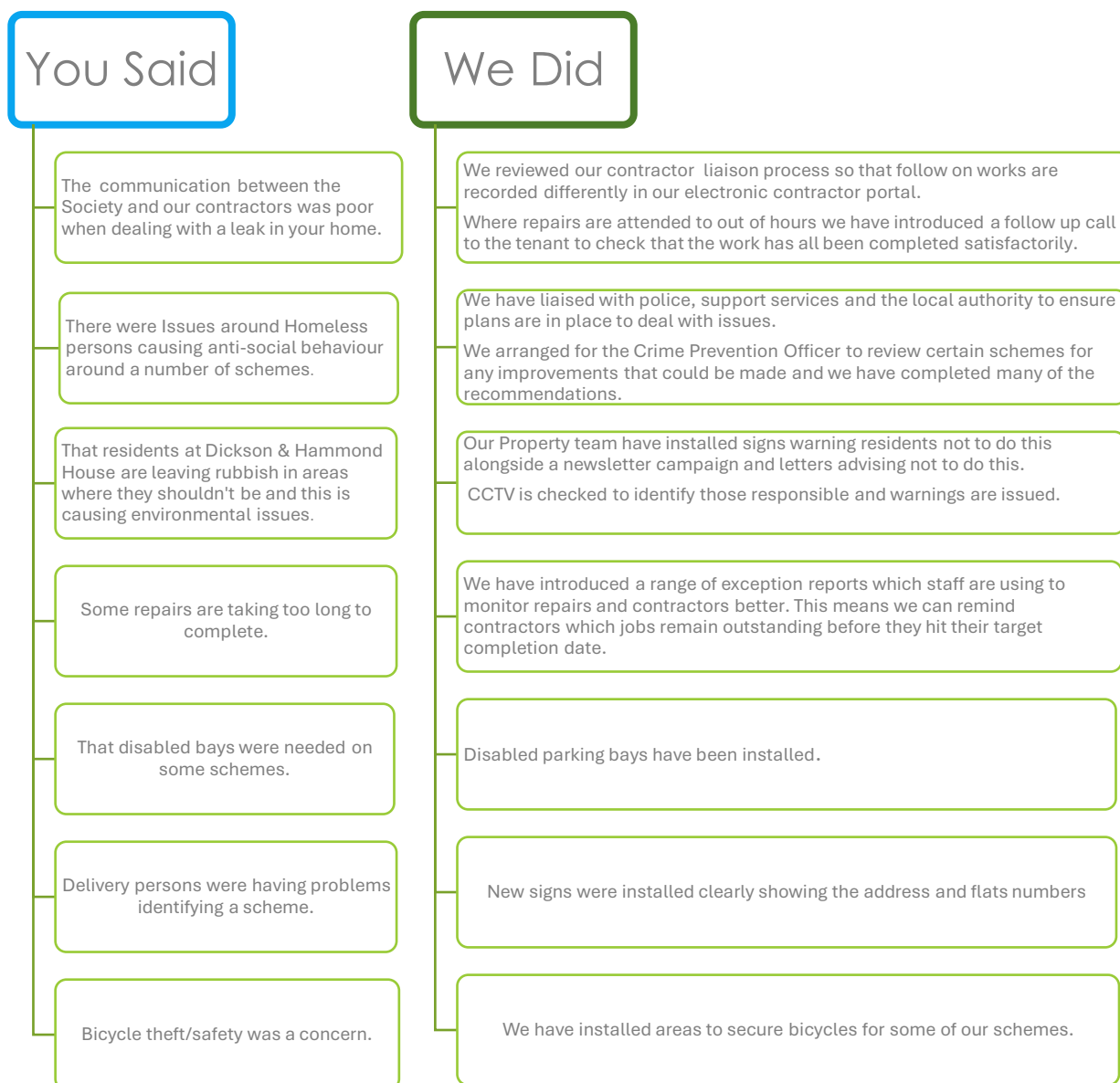
Not Upheld - This means we did not identify any issues with how the matter was handled. However, we still review our processes to identify any potential improvements where possible.

3. Complaints by Service Areas



4. Complaints Learning

It's important that we take on board the feedback our customers provide through our complaints process, and equally important that we learn from it. By listening and responding to feedback, we can continue to improve the quality of our service. Below is a summary of what we have learned and the changes we have made because of the complaints we handled during 2025–26 and other general feedback from our tenants:



5. Complaint Handling Code

The Housing Ombudsman has a statutory Complaint Handling Code, which Stoke on Trent Housing Society **must** comply with. To make sure that we are compliant with the code a self-assessment has been:

- Completed by: Sue Davies (Housing Director and Complaint Officer).
- Reviewed by: Phil Dawson (Chair of the Board and Member Responsible for Complaints).

Assessment Outcome: Stoke on Trent Housing Society meets all requirements of the Complaint Handling Code 2024.

A copy of the Self-Assessment 25-26 is available on our website or please contact us if you would like us to send you a copy.

6. The Housing Ombudsman

The Housing Ombudsman Service is an independent, impartial, and free body established by law to investigate complaints about registered Housing Associations and Local Authorities.

It has a legal duty to monitor landlords' compliance with the Complaint Handling Code, regardless of whether it receives complaints directly from residents.

The Housing Ombudsman monitors Stoke-on-Trent Housing Society to ensure it adheres to the Code in both policy and practice. Where any deviation is identified, the Ombudsman has powers to require corrective action and ensure compliance with the Code.

In 2025/26, the Housing Ombudsman investigated one complaint from a tenant of the Society. Following this, we were asked to apologise and pay compensation, which we have done.

As a resident of Stoke on Trent Housing Society you have the right to contact the Housing Ombudsman at any point during the complaint process, the assistance they can offer depends on whether our complaints procedure has been completed and when:

- ✓ Fill in an online complaint form at www.housing-ombudsman.org.uk
- ✓ Telephone: 0300 111 3000 or Fax: 020 7831 1942, Monday, Tuesday, Wednesday, Friday 9am to 5pm Thursday 9am to 3.30pm
- ✓ Write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

7. Response from the Board of Stoke on Trent Housing Society

At Stoke-on-Trent Housing Society, we are committed to providing high-quality services to all our tenants and customers. We understand that sometimes things may go wrong, and when they do, we aim to put them right quickly, fairly, and respectfully.

We value feedback from our residents, as it helps us learn, improve our services, and prevent issues from happening again.

In line with the Housing Ombudsman's Complaint Handling Code, our Member Responsible for Complaints and our Board complete an annual self-assessment of how we manage complaints. Following our most recent review, they are satisfied that we continue to meet the requirements of the Code and that complaints are handled appropriately.

*During 2025/26, we achieved **100% compliance with our complaint response times**, meaning all complaints were responded to promptly.*

We have clear processes in place, and our staff receive regular training to ensure complaints are handled consistently and effectively. Our Board also receives regular updates on complaint performance to ensure strong oversight and continual improvement.

*Our Complaints Policy is reviewed regularly to ensure it remains up to date and compliant. We have also introduced a new **Complaints Compensation Policy**, in line with Housing Ombudsman guidance, to ensure fair, consistent outcomes when things go wrong.*

All of this helps us to:

- *Treat complaints fairly*
- *Put things right where necessary*
- *Learn from every case*
- *Continuously improve our services*

Your feedback is important to us, and we encourage you to continue sharing your experiences so we can keep improving.

Reviewed July 2026