



Annual complaints performance and service improvement report

Co-operative: Lewisham Family Co-operative Association Limited

Number of properties: 47

Year: April 2023 to March 2024

Presented to committee: November 2024

This report is in response to the revised Housing Ombudsman Complaints Handling Code which is a mandatory requirement for all social housing landlords.

The report aims to provide the landlord with how they meet the code's requirement and what they have learnt from the complaints that they have received throughout the year.

Complaints received between April 2023 and March 2024

There were no complaints received throughout the period.

Stage 1 – 0

Stage 2 – 0

Ombudsman enquiries – 0

Complaints extensions applied for

There were no extensions applied for throughout the period.

Complaints outcomes

Upheld – 0

Partially upheld – 0

Not upheld – 0

Learning from complaints

No complaints were received within the period, therefore, no learning from complaints took place.

Committee's response to complaints handling

Throughout the period, the committee have:

- Considered and accepted the complaints handling code (2024) self-assessment.
- Updated the complaints policy to reflect the requirements of the code.
- Appointed a Member Responsible for Complaints (MRC)

Melanie Brennan

MB Housing Management Limited

November 2024