

Lewisham Family Co-operative Association Limited

Complaints Performance and Service Improvement Report (August 2025)

1. Introduction

1.1 This report provides our tenant-members with information about complaints Lewisham Family Co-operative Association Limited received between April 2024 and March 2025.

1.2 We work hard to ensure that we deliver a high quality service, but we know that we don't always get things right and when we don't, we will acknowledge this, apologise and attempt to resolve the issue that has been brought to our attention.

2. Annual Self-Assessment

2.1 As a social housing landlord, we are required to carry out a self-assessment each year to ensure that we are meeting the Complaints Code . Please find attached this years self-assessment at Appendix 1 to this report.

3. Complaints Handling Performance

3.1 This year, we didn't receive any formal complaints which means that we have nothing to report on.

Period	Stage One	Stage Two	Escalated to the Housing Ombudsman
April 2024 – March 2025	0	0	0

4. Compliance with the Code

4.1 Throughout 2024-25, we have complied with the complaint handling code and had no intervention from the Housing Ombudsman.

5. Management Committee's Response

5.1 Lewisham Familys' Management Committee have reviewed and approved this years annual complaints report.

5.2 We receive monthly updates from our Member Responsible for Complaints (MRC) and whilst we are happy not to have received any complaints, we are continuously striving to improve the services that we deliver, so we welcome any feedback we receive.

5.3 Our MRC is responsible for investigating all complaints we receive, and for making sure that we are adhering to our responsibilities under the Complaints Handling Code.

5.4 When we do receive a complaint, we will always follow our policy and procedure and consider each outcome to make sure that we not only act on the concerns raised, but learn from them to make changes to our service delivery where appropriate.

6. Learning and Service Improvement

6.1 Whilst we have not received any complaints during the period, we are not taking this as a sign that as a landlord we have already got everything right, and no improvements need to be made.

6.2 Last year, we completed tenant perception surveys and have utilised the feedback we received from them to ensure that our complaints policy is not only accessible, but straightforward, and easy to read.

7. Access to our Complaints Policy and Procedure

7.1 Even though we try to get things right first time, if we don't then we want to make it easy for you to make a formal complaint.

7.2 You can access our complaints policy and procedure, and our self-assessment against the Code in the following ways:

- ❖ Via our managing agents' website: www.mbhousing.uk
- ❖ Request a copy via email to: enquiries@mbhousing.uk
- ❖ Request a copy via telephone: 020 3924 2810

8. The Housing Ombudsman Service

8.1 We actively encourage our tenant-members to utilise the Housing Ombudsman service, and you don't have to make a formal complaint to us before you seek their advice.

8.2 You can contact the Housing Ombudsman in the following ways:

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston PR2 0ET

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Telephone: 0300 111 3000

9. Speak to us

9.1 If you have any questions about the self-assessment, or the complaints policy, speak to us.

9.2 The management committee welcomes your suggestions and comments as your views enable us to shape the services we deliver, so please call MB Housing Management on 020 3924 2810 or via email: enquires@mbhousing.uk and they will feed everything back to us at our monthly committee meetings.