

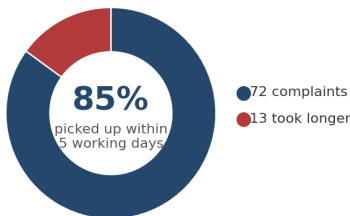
The Board’s response to the 2025 Complaints Report

Aves Housing · A learning organisation · Governing body statement published with the annual report (Complaint Handling Code, 8.2)

The Board of Trustees has considered the Annual Complaints Performance and Service Improvement Report for 2025 (85 complaints) and publishes this response alongside it. As a learning organisation, we take seriously what complaints tell us – and we are already acting on this year’s opportunities to improve.

What the year showed us

How quickly we picked complaints up



How many had raised the issue before



Seven in ten told us they had raised their issue before – our clearest pointer to where improvement will help most. Counted a different way, 11 residents complained more than once during the year; 8 of them raised a different issue each time and only 3 raised the same one, which tells us where to look first.

What we have learned, and accept

The Board has looked closely at what this year’s figures do, and do not, tell us. Residents rate our complaints handling at 85% satisfaction and most complaints were picked up within two working days – a standard we intend to protect. Thirteen took longer than five working days, and we want to understand those cases rather than let them sit inside an average. These figures are indicative rather than certified: in 2025 our records captured when work began on a complaint rather than the date it was acknowledged. We have already changed that – going forward, every complaint carries its acknowledgement and response dates, so we will report our Code compliance as fact.

A correction we want to be open about. Our earlier reporting said 98.8% of complaints were handled on time, against a “within 28 days” target that is not in the Code Against the Code’s 5 working-day standard the figure is 85%. Our performance did not change; only the yardstick did. We would rather be told the truth than reassured by the wrong measure.

What residents tell us. That 85% satisfaction result sits alongside a 72% repeat rate, and the Board reads the two together: we handle complaints reasonably well once they reach us, and our real opportunity is resolving things first time so that fewer are needed at all.

What our records measure. We closed 95% of complaints as “resolved.” That records the case was closed – not, in itself, that the resident agreed. Our records do not yet capture the outcome of each complaint or what we did to put it right. From 2026 they will.

What we are already doing

- Adopted a rewritten, Code-compliant complaints policy – two clear stages, corrected timescales, no extra stage delaying access to the Ombudsman.
- Enhanced our tracker and dashboard that flag any breach of the 5, 10 and 20 working-day standards, so next year we report fact, not proxy.
- Appointed our Chair as Member Responsible for Complaints, with regular reporting to and scrutiny by the Board.
- Recording a genuine outcome for every complaint – not just a closure code.
- Focusing on the 13 slowest cases, the 3 residents with a recurring issue, and resolving things first time.

To our residents

Thank you to everyone who took the time to tell us when something was not right. Your complaints are the most direct way you shape our services, and they have driven every change set out here. We have made complaining simpler, and from 2026 we record what we did to put each complaint right – so we can show you what changed as a result. We will report back next year on the difference it makes.

Approved by the Board of Trustees	Date: 15 July 2026
Signed: Chair of the Board (Member Responsible for Complaints)	On behalf of the Board