

North Camden Housing Co-operative Ltd

This is the current annual complaints report in accordance with the Housing Ombudsman Service’s new complaint handling code, which became mandatory for all social landlords from 1 April 2024.

This report provides information on the number of complaints managed by North Camden Housing Co-operative (NCHC) during 24/25 and the response times against policy. This report also sets out what ICHC has learned.

NCHC owns 106 homes, all of which are social housing.

Over the course of 2024/25 we received one complaint from one member living in a NCHC home.

The complaint is related to how we dealt with repairs and maintenance.

The complaint was not referred to or investigated by the Housing Ombudsman Service 2024/25.

	Stage 1	Stage 2	Referred by Ombudsman
Volume	1	0	0
Total	1	0	0

Issues

1. Complaint was logged by member concerning the delays and lack of information in resolving the damp and mould in the property.

a. Complaint was partially upheld and the member received financial compensation.

Learning Points

1. A review of our complaint logging practices has shown room for improvement. We plan to enhance our complaint recording systems, ensuring that all issues, whether classified as service request or formal complaints are captured accurately. This will involve setting clearer distinctions between service request and complaints to improve how issues are escalated and addressed.

2. Additional training sessions will be provided for all relevant staff to improve their ability to identify and log both service request and complaints. This training will cover best practice in complaint handling, the importance of timely follow-ups and effective communication to ensure swift and efficient resolution process.

3. To provide Members with flexible and accessible means of submitting complaints, all

current complaint channels (phone, email, online, letter and in person) will remain active. We will also review and assess these channels to confirm their effectiveness and ease of use for Members.

## **Conclusion**

This report highlights the key areas for improvement during 2024/25 period. To enhance our services, we are committed to:

- Ensuring that we are transparent about our commitment to being transparent about how we handle complaints .
- Highlight steps taken to clearly communicate how members and the public can submit complaints .
- Improving our recording and logging processes to accurately capture all Member issues.
- Providing additional training for staff to improve the identification and timely logging of service requests and complaints.

We believe these actions will lead to improved Member satisfaction and a stronger complaint management process that aligns with the Housing Ombudsman's Code of Conduct.

## **Management Committee Response – November 2025**

The Management Committee (MC) has reviewed the following documents:

1. The 2024/25 Annual Complaints Performance and Service Improvement Report.
2. Notification from the Housing Ombudsman regarding complaints.
3. NCHC Self-Assessment
4. The updated Complaints Policy

The MC supports the Complaints Policy, which aligns with the Housing Ombudsman's Code of Conduct and recognises the importance of distinguishing service request from complaints. By ensuring a prompt response and effective communication, NCHC can better address Member needs and enhance service delivery.

Moving forward, quarterly complaints reports will be submitted to the MC. These reports will facilitate continuous monitoring and improvement of our complaint handling, ensuring we meet the expectations of the Housing Ombudsman and our Members.

The MC acknowledges that this report reflects data from 2024/25 and appreciates that the improvements implemented as of April 2024 are aimed at addressing past performance. This approach will support continuous learning and progress, ensuring we meet evolving standards and Member expectations.

