



Annual Complaints Performance & Service Improvement Report with MRC Response

Reporting Period: 1 April 2025 – 31 March 2026

Report Prepared by Complaints Officer (Caroline Ellis): 14th September 2026.

Considered and approved by MRC (Gideon Amos): 21st September 2026.

1. Executive Summary & Context

This report reviews the complaints performance of French Weir Affordable Homes for the financial year. As a small Registered Provider managing just five homes, we pride ourselves on maintaining close relationships with our residents and resolving day-to-day operational issues immediately through informal dialogue.

For the reporting period, we are pleased to report that we received zero formal complaints.

While a zero-complaint outcome can reflect positive resident satisfaction, we do not view this with complacency. In line with the Housing Ombudsman's expectations, we have used this year to ensure there are no artificial barriers preventing residents from accessing our complaints process, and that our definition of a complaint remains fully compliant with the statutory Code.

2. Complaint Performance Data (Quantitative Analysis)

The following tables outline our performance metrics across Stage 1 and Stage 2 of our complaints process, as mandated by the Complaint Handling Code.

Stage 1 Complaints

Metric	Performance Data
Total Stage 1 complaints received	0
Complaints acknowledged within 5 working days	N/A (0%)
Complaints responded to within 10 working days	N/A (0%)
Stage 1 extensions requested	0

Stage 2 Complaints

Metric	Performance Data
Total Stage 2 complaints received	0
Complaints acknowledged within 5 working days	N/A (0%)
Complaints responded to within 20 working days	N/A (0%)
Stage 2 extensions requested	0

3. Exclusions, Redress, and Ombudsman Determinations

To maintain complete transparency, we track any inquiries or contact that fell outside our formal process:

- **Complaints Refused or Excluded:** 0. We did not turn away or refuse to log any expressions of dissatisfaction from residents.

- **Housing Ombudsman Determinations:** 0. No cases were referred to or investigated by the Housing Ombudsman Service.
- **Compliance Notices:** 0. The RP received no Complaint Handling Failure Notices (CHFNS).

4. Assurance

We completed our Annual Self-Assessment Form against the Code, confirming 100% policy compliance.

5. MRC Response

Statement from Gideon Amos, Member Responsible for Complaints (MRC):

The Complaints Officer's 'Annual Complaints performance and service improvement report' along with the self-assessment report is received and noted. I agree that the self-assessment is an honest and accurate one.

21st September 2026