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AIHA

Annual Complaints Performance and Service Improvement Report 2025-26

Introduction

This report provides oversight and assurance to the Board , the Housing Ombudsman and to our tenants on complaint handling and learning from complaints that we received between 1 April 2025 and 31 March 2026.

The Transparency, Influence and Accountability (TI&A) Standard states that Registered Providers must provide accessible information to tenants about the type of complaints received and how they have learnt from complaints to continuously improve services.

Housing Ombudsman Complaint Handling Code (CHC)

AIHA is a member of the Housing Ombudsman Service (HOS). The purpose of the HOS is to enable tenants of member housing associations to have their complaints independently investigated. The CHC outlines required practices for managing complaints. Landlords are expected to respond to complaints in accordance with the CHC and to follow its procedures. Our Complaints Policy and underpinning procedures align with the requirements set out in the CHC.

This report analyses AIHA's complaints performance between 1 April 2025 and 31 March 2026 and describes learning and improvements that were implemented as an outcome of complaints that we received.

Housing Ombudsman Reports

The HOS issued a Landlord's Performance Report for AIHA in its most recent publication. This is based on the determination of 10 complaints made by one tenant between 2023-25.

Performance summary

Complaints are managed through AIHA's formal complaints procedure in accordance with our Complaints Policy.

During this reporting period a total of 15 complaints were dealt with, a 25% decrease from 2024-25. No formal complaints were raised in our Supported Housing or Housing for Older People (HfOP) schemes.

Complaint Handling Summary 2025-26

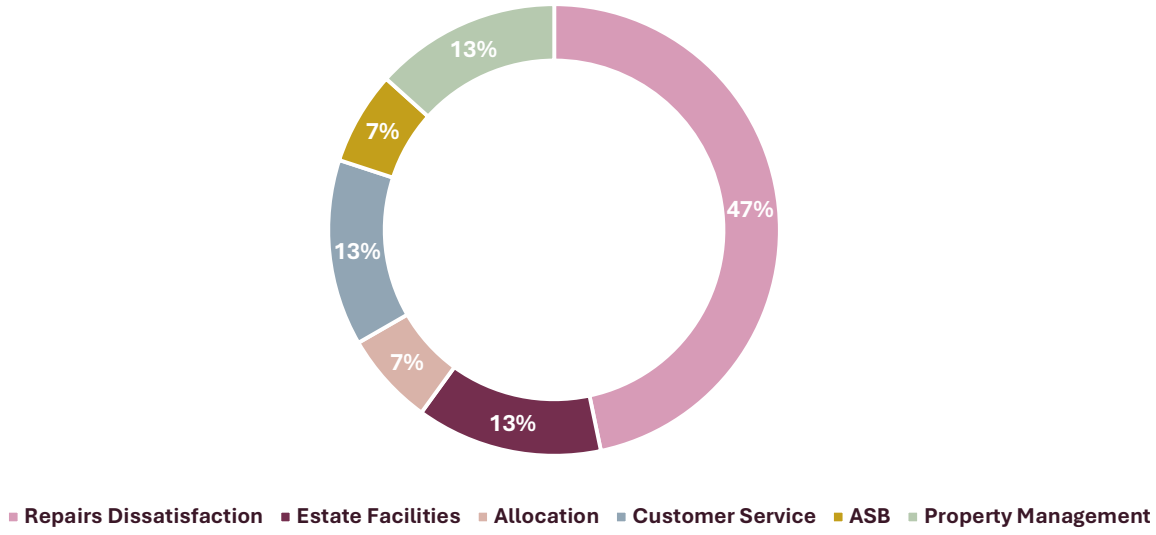
Complaint Stage	Number of Complaints	Complaint Outcome		Status
		Upheld	Not Upheld	
Stage 1	15	7	8	Closed
Stage 2	4	1	3	Closed
Housing Ombudsman*	1			Pending review

* An additional complaint raised in the previous reporting year (2024-25) is still pending HOS review.

PERFORMANCE TARGETS *as required by the CHC*	**PERFORMANCE OUTCOMES** *1 April 2025 - 31 March 2026*
Respond to all complaints within target timescales.	100% of complaints were responded to within target timescales.
Promote positive complaints handling culture.	Complaint investigations and outcomes are shared across all AIHA departments. This helps embed the importance of positive complaints handling and encourages shared responsibility for services.
Promote Complaints Policy among tenants and provide easy channels for raising complaints.	Information about how to make a complaint is regularly included in our tenant communications. The Housing, Maintenance and Estates Teams inform tenants about the process in the event of service dissatisfaction. A complaint can be raised in person, by phone, post or email.
Present the Board with a Complaints Performance Report on a regular basis	Complaints Performance Report was presented to Board three times during this reporting period. The content included in the report is in accordance with the Board's request.
Publish an annual review on complaint handling performance for tenants. This will include: • **the number of complaints and in which stage they were resolved** • **analysis of the complaints procedure** • **learning, observations and improvements implemented as an outcome of identified trends**	This report provides details of our complaints performance for this reporting period and includes: • the number of complaints and in which stage they were resolved • analysis of the complaints procedure • learning, observations and improvements implemented as an outcome of identified trends

Number of complaints received (*by department*)

What were the complaints about

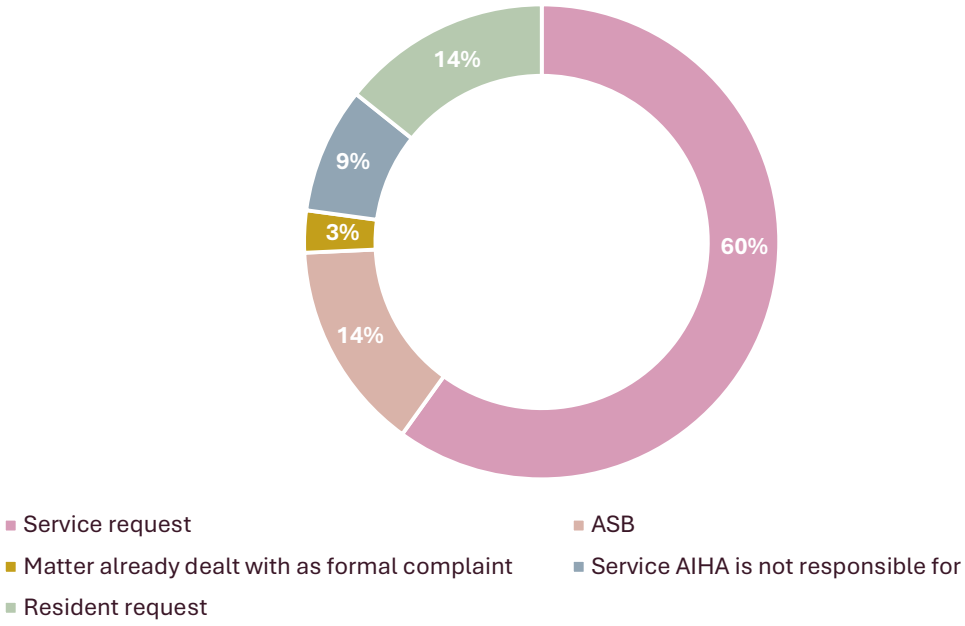


Informal complaints, comments and feedback

In addition to the formal complaints, we also capture feedback, comments and issues raised that are excluded from the formal complaints process (as per our Complaints Policy). These matters are reviewed by the complaints team, who decide how they are to be managed. Some issues can be resolved with an immediate response, some are referred to other teams for resolution, such as anti-social behaviour (ASB), others may be recorded and reviewed for analysis and learning. The complaints handling team may occasionally determine that a matter should still be considered through the formal complaints process and will agree this with the customer beforehand.

Matters not dealt with through the formal complaints process

Why were these matters excluded from the formal complaints process



Analysis

Following a review of the complaints process and feedback from tenants we have learned important lessons and made the following observations.

Benefit to tenants

- It is easy for customers to complain when they need to, and this is a useful service
- Tenants know that their concerns are being addressed
- The complaints process encourages open and honest communication

Disadvantage to tenants

- The process is overly procedural. Tenants like to speak to someone and receive immediate answers and updates and prefer a less formal approach.
- Tenants have expressed that they feel that the acknowledgement and decision letters are unsympathetic and inconsistent with the style of communication that they are used to.

Benefit to landlord

- We have better insight into what our tenants like or dislike about our service
- We embrace complaints as an opportunity for learning and development and no longer view them as a criticism
- Complaints records help identify trends and influence actions for improvement

Learning and improvements

COMPLAINT TRENDS	LEARNING & OUTCOMES
A substantial number of complaints were about estate services.	We carried out a thorough review of our estate services and identified • Insufficient manpower on the Estates Team • Inadequate team structure To address the issues, the team underwent a restructure, and an additional officer joined the team to support day-to-day estate management.

Informal feedback highlighted concerns that third- party engineers were sometimes providing inaccurate information when attending properties.	We worked with our third-party contractors to ensure that engineers do not provide information or updates directly to tenants. Instead, tenants are advised that they will be contacted by the relevant team with an update once the information has been reviewed and confirmed.
Complaints highlighted a lack of oversight of complex repairs which resulted in delays to completing works.	We reviewed our process for managing major and complex repairs and identified that works were often delayed because input was required from several departments, making it unclear who was responsible for taking the lead and coordinating the repair. To improve oversight and coordination, we introduced weekly meetings attended by relevant teams, including a surveyor, a member from the Housing Team and the Director of Property. These meetings provide an opportunity to review complex repairs, agree actions, identify any barriers and ensure that progress is monitored through to completion.
A significant number of complaints were regarding the repairs service in Salford.	We put out a tender and procured an alternative provider. We set out our expectations for the service and introduced regular monitoring to ensure the required standards are met.

How to contact the Housing Ombudsman

Housing Ombudsman Service

PO Box 152

Liverpool

L33 7WQ

Tel: 0300 111 3000

email: info@housing-ombudsman.org.uk

Web site: https://www.housing-ombudsman.org.uk/

ANNUAL COMPLAINTS REPORT
BOARD RESPONSE
2025-26

The Board has considered the Annual Complaints Report 2025–26 and welcomes the insight it provides into residents' experiences, the themes emerging from complaints and the progress made over the past year.

We recognise the importance of a complaints service that is accessible, responsive and fair. Complaints and other forms of feedback offer an important opportunity to understand the experiences of those who use our services and to identify where further learning or improvement may be required.

The Board notes the actions arising from the report and supports the continued focus on learning from complaints, addressing recurring themes and ensuring that identified improvements are implemented across the organisation.

We remain committed to effective oversight, transparency and accountability, and to ensuring that the feedback of those we serve inform continuous improvement and contribute to the improvement of our services.

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Housing Ombudsman Service

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