

Finsbury Park Housing Co-operative Ltd. (FPHC)
Annual Landlord's Complaints Performance and Service Improvement Report
1 January 2025 – 31 December 2025
Updated Version

Introduction:

Purpose: The Annual Landlord's *Complaints Performance and Service Improvement Report* reviews the performance in handling complaints and outlines any service improvements as a result of learning from the complaints received and dealt with. This report complies with the Housing Ombudsman's *Complaint Handling Code* of April 2024 and is produced in conjunction with the *Annual Self-Assessment 2025*, which reviews the complaints handling process and its compliance with the Housing Ombudsman's *Complaint Handling Code*.

This report covers the period from January to December 2025.

Summary:

In the period from January 2025 to December 2025, the FPHC Complaints and Mediation Team received one complaint. The complaint was about safety measures to be carried out at a property but not wanted by that tenant. The complaint was raised before it reached the Complaints Team, and, following a review of the complaint according to the *FPHC Complaints and Mediation Policy and Procedure*, it was passed on to a management agency employed by FPHC for reasons outlined below.

Complaint Handling Performance:

One complaint was received in the period that this report covers. The complaint expressed a tenant's dissatisfaction with planned implementations of safety measures. The Complaints Team responded in compliance with the Ombudsman's *Complaint Handling Code* and the *FPHC Complaints and Mediation Policy and Procedure*.

The Complaints Team finds that with some type of complaints, for example dissatisfaction with the perceived way of handling an issue, a satisfactory resolution for all parties may be difficult to achieve and be hindered or delayed by misunderstandings or assumptions based on longstanding disputes between members of FPHC.

Case Study

One Tenant made a complaint to the management agency which FPHC has employed to deal with various areas of management on behalf of FPHC. This Tenant expressed dissatisfaction with safety measures and planned work to be carried out at their property and complained about the way access requests were communicated. The complaint was passed on to the FPHC Complaints Team who reviewed the complaint following the *FPHC Complaints and Mediation Policy and Procedure*. As the planned works the Tenant referred to related to mandatory safety measures as part of an ongoing process of assessments for Electrical Installation Condition Reports (EICR) and possible necessary work to comply with mandatory safety measures at all FPHC properties, the Complaints Team felt that this complaint fell outside their remit. The Complaints Team, therefore, suggested that the management agency employed by FPHC was better suited to resolve this complaint. The Team felt that this move was justified because the Tenant had contacted the said management agency in the first place and expressed that the Tenant “hoped to achieve a resolution of this matter through their agency”. The said management agency was directly involved in all correspondence with the Tenant relating to the works and in organising the envisaged implementation of the mandatory safety measures.

Learning and Improvements

FPHC meet regularly every Tuesday, and all members are welcome. Here tenants can take the opportunity to raise and discuss issues. If issues cannot be resolved in discussion at these meetings and are then addressed to the Complaints Team, the Complaints Team follows the processes outlined in the *FPHC Complaints and Mediation Policy and Procedure*.

The Complaints Team reviews the *FPHC Complaints and Mediation Policy and Procedure* on a regular basis. We make suggestions for changes based on learning from complaints made and also in line with updates in the Housing Ombudsman's *Complaint Handling Code*. Changes made are designed to make our policy fairer, to simplify procedures or to avoid confusion or unnecessary delays. For example, as FPHC is a rather small co-operative, and it is likely that tenants know each other very well, it is not easy to find a neutral panel of volunteers for the Appeal Stage of the Complaints procedure. To avoid conflict of interest, we are now involving more independent panel members from outside the FPHC membership. If a complaint is outside of the Complaints Team's remit, another agency may be involved to enable a fair resolution.

This year, a complaint was made that was outside the Complaints Team's remit and had to be passed on to a management agency who dealt with the complaint following the *FPHC Complaints and Mediation Policy and Procedure*. Although the possibility to engage outside mediation is already mentioned in the FPHC policy, the Complaints Team will, at the next review, add further clarification regarding this step.

Tenant Engagement

When we review the Complaints Policy, suggestions for improvement are sent to all members and presented in detail at a Tuesday Management Committee (MC) meeting, where everyone can participate in the discussion and contribute to the approval process of the changes to be made to the policy.

Action Plan

Improvements are regularly implemented at the annual review of the Complaints and Mediation Policy and Procedure. At the next review, suggestions will be made regarding complaints that fall outside the Complaints Team's remit and that these may be passed on to another agency to handle the complaint on behalf of FPHC, following the *FPHC Complaints and Mediation Policy and Procedure*.

All FPHC members, including the members of the FPHC Complaints and Mediation Team are volunteers, not paid staff, and we make the best effort to handle any complaints in a fair manner, complying with the *FPHC Complaints and Mediation Policy and Procedure* and the Housing Ombudsman's *Complaint Handling Code*.

Any specific training regarding complaint handling will be welcome. In 2025, the Complaints Team members signed up for a series of webinars, but those webinars were cancelled. We hope to be able to join other training this year. We are aware that any meaningful training will be funded by FPHC.

FPHC Complaints and Mediation Team, 20/7/2026