

Revised response agreed 21/7/2026

FPHC Governing Body Response to FPHC Complaints Performance and Service Improvement Report 2025

For the period January 2025-December 2025

The management committee acknowledges the completion of the self-assessment report for the period ending December 2025.

The report notes we received one complaint during that period, which was passed to an external management agency for resolution and was not upheld.

The exercise reflects our work to improve our complaints processes in line with the Housing Ombudsman's Complaint Handling Code.

Summary of Key Findings

We were pleased to note the following key findings from the self-assessment.

Compliance: Our complaint handling processes are compliant with the Housing Ombudsman's Code.

Review: We continue to review our complaints policies annually to meet our growing understanding of the Complaint Handling Code. When we do, suggestions for improvements are shared with our members and presented and decided at a regular open management committee meeting before ratification at a general meeting of the organisation.

Frequency: We are a very small housing provider. As such we are pleased to receive a low number of complaints.

Communication: With over 20% of FPHC members attending management meetings where any tenant can speak their mind, we are pleased that most problems can be resolved through communication.

Participation: As with everyone involved in management of FPHC during this period, everyone is a volunteer, including our Complaints Team.

Feedback

FPHC commends the Complaints Team for its dedication to this difficult task. Their commitment to regular annual improvements to the process and dedication to building a discreet service is commendable.

We have identified some areas for further improvements.

- As noted in our service improvement report, we are quite small it makes it difficult within our process to create objective panels to investigate complaints, this has sometimes slowed things down. Our resolution is to work with our management agency, Coop Homes, who will take on complaint's investigations in future when our core team feels a complaint is outside their remit or would benefit from handling by a neutral third party.
- The complaints team operates *independently of*, but *reporting to*, our management committee, maintaining high discretion to protect privacy. This will continue to be the case when complaints are outsourced to our external provider, which we believe will also further enhance objectivity.
- As noted in our service improvement report, our complaints team continue to seek training opportunities to guide and improve their work.

Actions and Commitments

- We have secured external management services from Coop Homes to improve service delivery.
- We continue to commit to regular annual review and improvement to the policy.
- We seek additional training opportunities.
- We work to ensure discretion in the investigation of any complaint.

Continuous improvement

We are committed to annual review and improvement to our processes to maintain compliance with the standards. We remain very grateful for the work of our Complaints team.

Jonny Evans
Chair, FPHC

*12 Pine Grove London N4 3LL
Registry of Friendly Societies No 22007R
Housing Corporation Registration No C2949
Telephone 020 7272 9119*