

# **SEYMOUR HOUSING CO-OP LTD.**

## **ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025**

This report covers the period from 1 January – 31 December 2025.

Seymour Housing Co-operative (SHC/the Co-op) owns and manages 88 social housing units. The 12 units at Grove Dwellings are jointly managed with Gateway Housing Association.

Any member of the Co-op, or other stakeholder, with a grievance about the landlord's service can make a complaint to SHC. This can be done at [office@seymourhc.org](mailto:office@seymourhc.org) or through alternative channels set out in the Co-op's complaints policy. SHC will investigate and respond directly to complaints about their service in line with its Complaints Policy.

This is the Co-op's second annual complaints report in accordance with the Housing Ombudsman's Complaint Handling Code (the Code) which became mandatory for all social landlords from 1 April 2024. This report provides information on the number of complaints managed by SHC during 2025 and the response times against policy. This report also sets out what SHC has learned along the way.

### **Annual Self-Assessment**

The annual self-assessment for SHC, submitted in line with the Code, can be accessed via the Co-op's website [www.seymourhc.org/complaints/](http://www.seymourhc.org/complaints/)

Print copies are available on request.

### **Complaints Handling Performance**

In the period 1 January – 31 December 2025 SHC received a total of 4 official complaints to be accepted and dealt with in line with SHC's Complaints Policy. This represents an increase on the previous submission year. All 4 complaints were made by the same individual who is also a tenant-member of SHC, with all 4 complaints made in March and April 2025 (one being an escalation to stage 2 of a complaint made the previous December). After review by an Independent Complaints Officer (ICO) 2 of these complaints were amalgamated in order to be dealt with more effectively.

Complaint CC2025A met the deadline for a stage 1 response timeframe, which was dealt with by an ICO. The timeframe was exceeded for issuing a stage 2 response. After the complainant took the case to the Housing Ombudsman (HO) the HO, on 24/11/25, found the time extension for issuing a stage 2 response to be reasonable but found other failings

in the Co-op's dealings with the case. The Co-op issued the tenant with an apology on 16/12/25 and offered to take steps to rectify the error including paying £300 compensation to the complainant.

Complaint CC2025B met the deadline for a stage 1 response timeframe, occurring as it did in the previous reporting period. The timeframe was missed for issuing a stage 2 response, which was issued by an ICO on 20/05/25.

For Complaint CC2025C/D (the amalgamated complaint) the Co-op missed the deadline for the stage 1 response timeframe due in part to needing to find an appropriate internal officer to respond to the complaint. An ICO rejected the merged complaints within the timeframe after the first response, though this still exceeded what the timeframe would have been had that first response been within the timeframe initially.

### **Learning from complaints to improve services: Conclusions**

SHC's Management Committee acknowledges that SHC was not fully compliant with timeframes of the Code during the reporting year. While reasons for this delay had validity, with a high volume of consecutive complaints being dealt with by a team of a single office worker and internal volunteers as well as a contracted ICO, SHC endeavours to put measures in place to ensure more effective and timely responses to complaints going forward. SHC will also ensure that complaints are clearly defined and clarified at all relevant stages of a complaint process.

SHC also intends to periodically review, and where appropriate update, its complaints handling procedures. The ruling by the HO of failings in SHC's dealings with one of the complaints listed above will be used as a springboard for improving SHC's complaints procedures going forward.

In order to help foster a healthy culture of complaints among the Co-op, SHC will provide a copy of its Complaints Policy and Procedure to all new residents. In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

We are always open to suggestions and feedback from our members and ways to improve our co-operative. If you have any questions relating to this report or any other complaint related issues you can contact us on [office@seymourhc.org](mailto:office@seymourhc.org) or through alternative channels set out in the Co-op's complaints policy.