

Response to Complaints Report

The Management Committee of Seymour Housing Co-operative (SHC) notes the Complaints Performance and Service Improvement Report for 2025.

We regret that the Co-op missed some deadlines and was found to be at fault by the Housing Ombudsman in our handling of one situation leading to a complaint. As noted in the Report, the Co-op faced a high volume of correspondence from one member tenant, at a time when our staffing was in flux.

To ensure compliant handling of complaints in the future, the Management Committee has:

- Taken steps to ensure stable staffing and presence of staff in the office;
- Completed a revision of our Complaints Policy; and
- Clarified for ourselves the circumstances in which the Co-op will engage an ICO.

Mike Holderness

Secretary and Member Responsible for Complaints (MRC),
for the Management Committee
30 June 2026