

Board Response to Annual Complaints Performance and Service Improvement Report 2025/2026

Chair of Board Response to Annual Complaints Performance and Service Improvement Report 2025/2026

One of Nehemiah's objectives is to “**provide excellent tenant service with respect**”, and this continues to guide our approach to service delivery and continuous improvement. We recognise that there are occasions when we do not always get things right, but we remain committed to learning from every tenant interaction and from the insights gained through our complaints process.

The Board receives regular performance information throughout the year and reflects carefully on tenant feedback to ensure that our strategic decisions support better outcomes for residents. As in previous years, **the Board remains committed to listening to tenants through their complaints and ensuring that lessons learned translate into meaningful service improvements.**

Nehemiah continues to have a **Member Responsible for Complaints (MRC)** in line with the Housing Ombudsman's requirements. The Chair of the Operations Committee fulfils this role and provides assurance to the Board through regular reporting and oversight.

Overview of Complaints Performance 2025/26

I have reviewed the Annual Complaints Performance and Service Improvement Report and the updated self-assessment against the **Housing Ombudsman's Complaint Handling Code (2024)**.

During the year ending **31 March 2026**, Nehemiah received **[86]** complaints, compared to **44** in the previous year. Last year's figure included **37 Stages 1 and 7 Stage 2 complaints**. This year we this figure is **77 stages 1 and 9 stage 2 complaints**.

The Board welcomes the continued confidence tenants show in raising concerns with us. Complaints provide valuable insight into where services can be strengthened, and they remain a key mechanism for ensuring accountability and transparency. As part of our commitment to openness, the annual complaints performance report has again been shared with tenants via our website and will be included in the **Tenants' Annual Report for 2025/26**.

Tenant Engagement and Service Improvement Activity

Throughout 2025/26, Nehemiah has continued to engage with tenants in a range of ways to ensure their voices shape service delivery. This has included:

- **Fortnightly complaints management meetings** with the leadership team and investigating officers.

- **Consultation on updates to the Complaints, Compliments and Comments Policy**, ensuring alignment with the Housing Ombudsman's Code.
- **Centralised logging and tracking of complaints**, improving visibility and oversight.
- **Systematic extraction of lessons learned**, leading to targeted service improvements.
- **Regular monitoring of contractor performance**, with feedback loops to address issues promptly.
- **Staff training** on the complaints policy and the requirements of the revised Housing Ombudsman Code (April 2024).

These activities demonstrate a maturing approach to learning from complaints and embedding improvements across the organisation.

Compliance and Ombudsman Activity

During the reporting period, **no determinations were issued by the Housing Ombudsman**, and Nehemiah remains fully compliant with the **Housing Ombudsman Complaint Handling Code (2024)**.

This is an important assurance for the Board and reflects the organisation's commitment to fair, timely, and transparent complaint handling.

Board Assurance and Forward Focus

Tenant complaints continue to be a **key performance indicator**, monitored closely by the Board to ensure that tenant voices are heard and acted upon. The insights gained from complaints are essential in driving continuous improvement and strengthening service quality.

Looking ahead to 2026/27, the Board has identified several priority areas for continued focus:

- Strengthening early resolution and reducing avoidable complaints.
- Enhancing communication with tenants throughout the complaint journey.
- Improving contractor accountability and performance monitoring.
- Ensuring that learning from complaints is systematically embedded across all service areas.
- Continuing to build a culture where feedback is welcomed and acted upon.

Acknowledgements

On behalf of the Board, I would like to express sincere thanks to all Nehemiah staff for their hard work, professionalism, and commitment to delivering a good service to our tenants. The Board recognises the effort required to respond to complaints effectively and to implement lessons learned. As in previous years, staff have demonstrated resilience and dedication in adapting to new requirements and improving services for tenants.

Chair of the Board, Nehemiah Housing
May 2026