

Report on complaint handling for the 2023-24 financial year

In 2023-24 the Co-op received zero formal complaints through the co-op complaints process.

Many issues were however raised and addressed through the co-ops participatory membership processes, including reviews of flat allocation, new member experience, financial controls as well as a myriad of member suggested adaptations and improvements to the structures and facilities in the community.

The lack of usage of the formal complaints process is unlikely therefore to reflect a reluctance to submit complaints or offer feedback from the membership at large. All tenants have access to submit items and proposals for discussion at General Meeting, there isn't a large

From the 2024-25 financial year ASH co-op will be conducting an annual survey to comply with the regulatory expectations on gathering data about the Tenant Satisfaction Measures, which will include questions on performance and complaint handling, which will hopefully provide another way for members to provide feedback on their experience in the community.

We have a new complaints co-ordinator in place for the year and will be looking to elect another so that there is extra capacity to keep members informed and practice up to date with expectations.

(This report was presented and accepted as an accurate measure of the years performance at the General Meeting of the co-operative on 1st October 2024)