

Report on complaint handling for the 2024-25 financial year

In 2024-25 the Co-op once again 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 allocations processes, feedback on member dispute resolution alongside many other member suggested adaptations and improvements to the structures and facilities in the community.

We also had the first annual tenant survey as part of the Tenant Satisfaction Measures, offering key feedback on areas for improvement and where members would like to see changes in practice and procedure.

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.

To ensure that everyone has as many possible avenues to offer feedback, additional options such as feedback forms are being considered to continue to broaden the routes available to members to communicate back to the co-op.

We have one complaints co-ordinator in post who is continuing in role for the 2025-26 year, and will seek to elect another so that there is extra capacity to keep members informed and practice up to date with expectations.