



Governing Body's Response to the Annual Complaints Performance and Service Improvement Plan

Our 2025/26 Complaint Handling Code Self-Assessment demonstrates Cossington Housing Co-op compliance with the Housing Ombudsman's Complaint Handling Code. It also outlines the actions that we have taken to address the causes of customers' dissatisfaction and improve our complaint handling services. The self-assessment and the Complaints Performance & Service Improvement Report have been scrutinised by our committee members on 1st September 2026.

The Committee of Cossington Housing Co-operative is fully committed to delivering the highest standard of service to all our tenant members. We believe that compliments, complaints, and general feedback are vital tools in helping us understand resident experiences and continuously enhance the quality of our services.

As part of our self-assessment against the Housing Ombudsman's Complaint Handling Code, we have actively engaged with residents and encouraged them to scrutinise and challenge our service delivery. Their contributions have been invaluable in ensuring that we remain transparent, accountable, and guided by resident voices.

We confirm our full compliance with the Code and are confident that our self-assessment accurately represents our approach to complaint handling. However, we recognise that there are still areas where we can improve. These have been identified and addressed in our Annual Complaints Performance and Service Improvement Report, which outlines clear priorities and actions for the coming year.

The Committee remains committed to learning from resident feedback and ensuring that identified improvements are implemented effectively and monitored regularly. We remain committed to working collaboratively with residents and stakeholders to ensure our services are not only responsive and fair but also evolving to meet changing needs.