
Feldon Housing
Annual Complaints Performance and Improvement Report
Reporting Year: March 2025- February 2026

1. Introduction

- This report sets out Feldon Housing's performance in handling complaints over the past year. It demonstrates our compliance with the Housing Ombudsman's Complaints Handling Code 2024 and outlines how we use complaints to improve our services.
- At Feldon Housing, we view complaints as a valuable source of feedback. We are committed to handling complaints fairly, promptly, and transparently, and to using the insights gained to continuously improve our services and strengthen trust with our residents.
- Feldon Housing did not receive any complaints for consideration under our complaints policy. As a small registered provider of social housing with just 8 properties in the same location we are in regular contact with all our tenants and are able to resolve service requests quickly and in a personalised way and before issues have become a complaint.

2. Compliance with the Housing Ombudsman's Complaints Handling Code

- The Housing Ombudsman has published a statutory Complaints Handling Code. This sets out how registered providers of social housing must approach complaints and learn from them.
- The Code requires Feldon Housing to assess itself every year against the Code and to report where it is non-compliant. Feldon Housing carried out a self-assessment in June 2026 and the Feldon Housing Board have reviewed and approved the self-assessment. If you would like a copy of the full self-assessment, please contact us at info@feldonhousing.co.uk or by calling our office on 0203 740 7866.
- Feldon Housing has a Member Responsible for Complaints, Sadek Ahmed. Sadek is a Board Member who has no day to involvement in the delivery of services to Feldon Housing tenants.

Sadek has made the following statement about the recent self-assessment:

The Board of Feldon Housing has reviewed and scrutinised the Annual Complaints Performance and Service Improvement Report for the financial year 2025/26, including the self-assessment against the Housing Ombudsman's Statutory Complaint Handling Code.

The Board is satisfied that the self-assessment is a true and accurate reflection of the Association's complaint handling policies and practices during the year. The self-assessment was completed by the Head of Operations and has been reviewed and challenged by the Board.

We are pleased to confirm that Feldon Housing Ltd is fully compliant with all provisions of the Statutory Complaint Handling Code for the period under review.

The Board has noted some minor amendments to the Complaints Policy and is satisfied that they further strengthen our commitment to transparent and accessible complaint handling for our residents.

The Board notes the contents of the Annual Complaints Performance and Service Improvement Report and is satisfied that whilst there have been no formal complaints in 2025-6 to test our processes, there are satisfactory arrangements in place for handling complaints appropriately and that learning from complaints is embedded in our corporate arrangements.

The Board remains committed to maintaining a positive complaint handling culture and to continuous improvement in the services we provide to the residents of Feldon Housing Ltd.

Sadek Ahmed, non-Executive Director, Feldon Housing and Member Responsible for Complaints

4. Service Requests and Complaints Volumes and Outcomes

Metric	Number
Service requests received	
Total complaints received	0
Complaints upheld at Stage 1	0
Complaints not upheld at Stage 1	0
Complaints escalated to Stage 2	0
Complaints upheld at Stage 2	0
Complaints referred to Housing Ombudsman	0

Metric	Number
Service requests received	
Determinations upheld by Housing Ombudsman	0
Determinations not upheld	0

5. Complaint Categories and Themes

Breakdown of complaints by issue type:

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|--------------------------------------|---------------|
| • Repairs and maintenance | None received |
| • Anti-social behaviour | None received |
| • Estate management | None received |
| • Rent and service charges | None received |
| • Communication and customer service | None received |
| • Other (please specify) | None received |

Include:

- Volume per category
 - Trends and any spikes in specific themes
 - Underlying causes (if known)
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6. Timeliness of Responses

Stage	Target Response Time	Average Time Taken	% Met Target
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Stage 1	10 working days	0 complaints received	N/A
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Stage 2	20 working days	0 complaints received	N/A
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7. Learning from Complaints

No complaints were received during 2025-6. We engage with our residents regularly and always welcome feedback on how we can improve our services.

8. Tenant Engagement and Accessibility

As a small provider we have an informal approach to tenant engagement. We publish key information including our complaints policy on our website and our team is available either on-site or by email or telephone to deal with any queries.

9. Monitoring and Oversight

Our Board monitors performance at each Board meeting. In the event that a complaint is received this will be reported to the Board, along with information on how the complaint was managed in accordance with the Complaints Handling Code.
