



Thorner's Homes CIO Annual Complaints Performance and Service Improvement Report 2025

Board approval given 26th March 2026

Reviewed: March 2026

Next Review: March 2027

1. Introduction

Thorner's Homes is required by the Housing Ombudsman Service to produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- c. any findings of non-compliance with this Code by the Ombudsman;
- d. the service improvements made as a result of the learning from complaints;
- e. any annual report about the landlord's performance from the Ombudsman; and
- f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

2. The annual self-assessment

You will find the annual self-assessment is attached at Appendix A

Measure	2025
Complaints received	1 - Complaint regarding external lighting levels following estate works. The complaint progressed through the formal complaints procedure to Stage 2.
Complaints refused	None
Ombudsman findings of non-compliance	None
Service improvements from complaints	1 - Earlier resident communication regarding estate works and improved evidence capture (photographs/video) where concerns are raised.
Ombudsman landlord performance report issued	None
Other Ombudsman reports relating to the landlord	None



Board of Trustees Response to this Report

The charity continues to complete a complaint handling self-assessment as recommended by the Housing Ombudsman.

One complaint was received during the year which progressed to Stage 2 of the complaints procedure. The Board reviewed the outcome and any learning arising from the complaint as part of its oversight of complaint handling performance. The Board are satisfied that the complaint was handled in accordance with the complaints policy and the requirements of the Complaint Handling Code.

The Board remain confident that residents are aware of how to raise concerns or complaints and that learning from complaints continues to inform service improvements. A summary of complaint learning is shared with residents through the annual residents meetings.

Approved by the Board of Trustees of Thorner's Homes CIO

26th March 2026

Appendix A – Annual Self-Assessment Against the Complaint Handling Code (2025)