

ANNUAL COMPLAINTS AND SERVICE IMPROVEMENT REPORT 2025

Purpose of Report: To consider and respond to an annual complaints and service improvement report. Recommendation That Ideal Quarters Ltd consider and respond to the annual complaints and service improvement report.

The Ombudsman introduced a Complaints Handling Code, which the landlords must comply with. The code took effect from 1st April 2024. Section 8 of the Code Self-assessment, reporting and compliance states that: Landlords must 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;
- f.** any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

The annual complaints performance and service improvement report must be presented to the landlord's governing body (or equivalent) and published on the section of its website dedicated to complaints. The governing body's response to the report must be published alongside it.

The response is provided by a company director for the following reasons:

1. The company is not compulsory required to be registered with the Ombudsman due to its size but has voluntarily chosen to register.
2. Furthermore, following the last contact with the Ombudsman in 2024, an officer confirmed that a response from a company director is acceptable.

Year 2023/22024 Vs Year 2024/2025 Summary

Year	Complaint Stage	No of Complaint	Pending cases
2024/2025	Stage 1	5	NO
2024/2025	Stage 2	3	NO
2023/2024	Stage 1	8	NO
2023/2024	Stage 2	6	NO

Implications identified:

Type of Implications	Financial Implications	Risk Management	Equality and Diversity	Crime and Disorder	Sustainability
No. of Implications	None	None	None	None	None

Appendix 1: Self-assessment form [01a.-Appendix-A-Self-Assessment-2025.pdf](#)

Appendix 2: Comments & Complaints Procedure [Comments-Complaints-Procedure-September-2025.pdf](#)

Appendix 3: Director's Statement of Review for Complaint Policy [Directors-Statement-of-Review-for-Complaint-Policy.pdf](#)

