

Board Statement – 2025/2026 Annual Complaints Performance and Service Improvement Report

The Board at their meeting on 21 May, 2026 reviewed the Annual Complaints Performance and Service Improvement Report for period April 2025 to 31 March 2026. The report clearly sets out the key aspects of complaints and service improvement activity throughout the year based on resident complaints received. The Board took further assurance from the detailed work carried out through the year by the Operations Committee.

The Board is of the view that the approach LRHA takes to complaints handling and learning is thorough and resident centric. As a resident centric organisation, LRHA continues to take complaints as an opportunity to learn, but also as an opportunity to safeguard staff where needed. Members are assured over the complaints process and the way complaints are handled.

In the year ahead the executive will be reviewing LRHA's complaints policy against the Housing Ombudsman Service's Code of Conduct, to ensure full alignment.

