

AHC Complaints Publication Pack 2025/26

This pack contains the key documents required for Housing Ombudsman Complaint Handling Code compliance.

Contents

1. Annual Complaints & Housing Ombudsman Report 2025/26
2. Complaint Handling Code Self-Assessment 2025/26
3. Updated AHC Complaints Policy Feb 26

Service Improvement Action Plan Summary

Theme	Issues Identified	Action Taken	Owner & Target Date
Responses and timings	No dedicated complaints handler	Employment of dedicated landlord complaints handler to provide consistency and improved response times.	LW & GR – 01/04/26
Repairs	Confusion and frustration with understanding the lease arrangements and responsibilities over repairs.	A new policy has also been drafted to help residents understand OPSO leases and responsibilities. This policy clarifies repair and maintenance responsibilities within shared ownership homes, including Higher-Risk Buildings (HRBs).	GR- 01/04/2026
HRB's	Concerns over HRB and BSA changes	Resident Engagement Survey and letter explaining why it is required, and the various stages involved. To also be discussed in person at the next Resident Association Meeting	LW- 31/03/2026

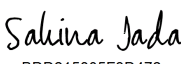
Contents and Service Improvement Plan approved by the AHC Board on: 3/16/2026

Anthony Spotswood

DocuSigned by:

2BAE59FB0C96421...

Sahina Jada

Signed by:

BDD215805F3D472...

Jon Bridgland

DocuSigned by:

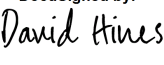
A334B39983A64CA...

Ian Metcalfe

Signed by:

F694AE6100424C6...

David Hines

DocuSigned by:

A78A65DCF0C84B7...