

Annual Complaints Performance and Service Improvement Report

Covering the year: 1 April 2024 – 31 March 2025

Prepared by: Andrew, Complaints Officer | Date: 6 August 2026 | Scheduled for Committee review: 18 August 2026 (not yet reviewed)

1. Introduction

This is Zah Housing Co-operative's first annual complaints performance and service improvement report under the Housing Ombudsman's statutory Complaint Handling Code ("the Code"), which has applied to Zah since 1 April 2024. It covers the 2024-25 financial year and should be read alongside our Complaints Policy and our Self-Assessment against the Code, both published on our website.

Zah is a fully mutual housing co-operative of 6 members in Didsbury, Manchester, run by an elected committee of members rather than paid staff. This report reflects a small, volunteer-run organisation's approach to the Code, proportionate to our size.

2. Complaint handling performance

We received no formal complaints during 2024-25.

Metric	2024-25	Target/expectation
Complaints received (Stage 1)	0	N/A
Complaints escalated to Stage 2	0	N/A
Complaints not accepted / excluded	0	N/A
Stage 1 responses within timescale	N/A — none received	100%
Stage 2 responses within timescale	N/A — none received	100%
Findings of non-compliance by the Ombudsman	0	N/A

We do not consider a nil return to indicate residents are unable to complain. Members have an established, well-understood route to raise concerns directly with the Complaints Officer, and are also able to raise issues informally with any committee member. We recognise, per the Code, that very low complaint volumes can sometimes indicate barriers to complaining rather than genuine satisfaction — as part of our ongoing improvement, we intend to check this assumption directly with members (see section 4).

No complaints were refused or excluded from our process during the year, and the Ombudsman made no findings of non-compliance against Zah during 2024-25.

3. Ombudsman reports about Zah

The Ombudsman has not published any annual performance report, Spotlight report, or other publication specifically about Zah during 2024-25.

4. Service improvements and learning

With no individual complaints to learn from this year, our main improvement activity has been building a Code-compliant complaints function from the ground up:

- Rewrote our complaints policy to meet the Code's two-stage process, timescales, exclusions, and accessibility requirements in full.
- Completed our first formal self-assessment against the Code, honestly identifying the gaps below rather than assuming compliance.
- Set up a complaints log to record any future complaint fully and consistently, held in a shared committee location rather than with one individual.

Due to be completed at our Committee meeting on 18 August 2026: appointing a Member Responsible for Complaints (MRC) to give the committee independent oversight of complaint handling, and formal sign-off of this report, the self-assessment, and the Complaints Policy.

Looking ahead to 2025-26, we plan to:

- Check with members directly (e.g. at a general meeting) whether the nil complaint figure reflects genuine satisfaction or an unclear/inaccessible process, and act on what we hear.
- Complete Ombudsman Centre for Learning training more widely across the committee, beyond the Complaints Officer's existing experience.
- Report complaint handling (even nil updates) as a standing item to the committee, led by the MRC.

5. Self-assessment summary

Our full self-assessment against every provision of the Code is published alongside this report. In summary: the great majority of provisions are met through our new Complaints Policy. Two matters were outstanding at the time of drafting — appointing an MRC, and full Committee sign-off and publication of this policy framework — both due to be resolved at the Committee meeting on 18 August 2026.

6. Governing body response

The Committee's response to this report, confirming its review of this report and the self-assessment, is scheduled to be agreed at the Committee meeting on 18 August 2026, and will be published alongside this document once finalised.