

Annual Complaints Performance and Service Improvement Report

Board Paper – 20 January 2026 | Prepared by: Charles Vaughan | For: Board approval and publication

1. Purpose of This Paper

The purpose of this paper is to present the Annual Complaints Performance and Service Improvement Report for the year ended 31 December 2025, in line with the Housing Ombudsman Complaint Handling Code.

The Board is asked to:

1. Review the report and associated performance.
2. Confirm that V&F; Homes has complied with the Complaint Handling Code.
3. Identify any areas for improvement.
4. Approve publication of the report and the Board's formal response on the V&F; website.

2. Regulatory and Governance Context

V&F; Homes is a member of the Housing Ombudsman Scheme and is required to:

- Operate a complaints process consistent with the Complaint Handling Code.
- Publish an annual complaints performance report.
- Demonstrate Board oversight and learning from complaints.

This supports compliance with the Regulator of Social Housing's Consumer Standards, in particular Transparency, Influence and Accountability.

3. Summary of Complaints Performance

Reporting period: 1 January 2025 – 31 December 2025

 Total Complaints	 Stage 1	 Stage 2	 Upheld
Metric			Result
Complaints partially upheld			0
Complaints not upheld			0

4. Key Themes and Root Causes

The main themes identified during the year were:

- Neighbourly disputes

5. Learning and Service Improvements

V&F; Homes has taken the following actions in response to complaints:

- No formal complaints were received, but some assistance with neighbourly disputes was required.

6. Vulnerable Residents

Where vulnerabilities were identified, reasonable adjustments were made. We are always careful in how we respond to requests for help.

7. Performance Against the Complaint Handling Code

Management has assessed compliance against the Complaint Handling Code and confirms compliance. No improvement actions are required at this stage.

8. Risk and Assurance

The complaints process is considered proportionate to the size and complexity of V&F; Homes.

9. Recommendation

The Board is asked to:

1. Note the complaints performance.
2. Confirm compliance.
3. Approve the report.
4. Approve publication.

10. Appendices

- Appendix 1 – Annual Complaints Performance and Service Improvement Report
- Appendix 2 – Complaint Handling Code self-assessment

Board Response

Annual Complaints Performance and Service Improvement Report | Year Ended 31 December 2025

The Board of V&F; Homes has reviewed the Annual Complaints Performance and Service Improvement Report for the year ended 31 December 2025.

The Board is satisfied that:

- V&F; Homes has operated a complaints process consistent with the Housing Ombudsman Complaint Handling Code.
- Complaints have been handled fairly, transparently and within appropriate timescales.
- The volume of complaints remains low and proportionate to the size of the organisation.
- Learning from complaints has been used to improve services for residents.

The Board confirms that the report has been approved and will be published on the V&F; Homes website.

Signed:

Managing Director

Date:

20 January 2026