



Broadacres Annual Complaints Performance and Service Improvement Statement 2025/26.

Executive Summary from the Chair of the Group Customer Experience Committee and Board Member

I am pleased to introduce Broadacres' Annual Complaints Performance and Service Improvement Report for 2025/26. This report reflects not only how we have performed against the Housing Ombudsman's Complaint Handling Code, but also how we continue to learn, adapt, and improve the services our customers rely on every day.

Over the past year, we have strengthened our approach to complaint handling by establishing a centralised Complaints Team, ensuring that every case is managed with empathy, clarity, and accountability. This shift has already delivered greater consistency and improved the quality of investigations, with a strong focus on resolving issues at the earliest possible opportunity.

It is encouraging that overall complaints volumes at Stage 1 have remained stable and that our Tenant Satisfaction Measure for complaint handling has improved. However, the rise in Stage 2 escalations—and the reasons behind them—remind us that early resolution, clear communication, and timely follow through remain essential. Where our processes or service delivery have not met expectations, we have taken decisive steps to put things right and to prevent issues recurring.

Repairs continue to be the main source of complaints, reflecting their importance to customer satisfaction. While overall repairs satisfaction remains high, we recognise the need to reduce avoidable complaints and have taken meaningful action to address communication, reliability, and contractor performance. The recommendations from our Customer Scrutiny Panel have been instrumental in shaping these improvements.

Across the organisation, teams have embraced learning from complaints and compliments as part of our culture. Whether improving decant communication, tightening contractor oversight, or refining compensation guidance, every improvement reflects our commitment to listening to our customers and acting on what we hear.

Our Board provides strong oversight and challenge, and the involvement of our customers in self-assessment and scrutiny ensures that our service continues to evolve in a way that reflects their needs and expectations.

Looking ahead, we remain committed to delivering fair, transparent, and responsive services. Complaints are an important source of insight, and we will continue to use them to drive improvement, strengthen trust, and enhance the experience for our customers.



**Alison Hadden – Member
Responsible for Complaints –
Broadacres Housing Association**