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Annual Complaints Statement June 2026

In my role as Member Responsible for Complaints (MRC) I am tasked with ensuring the Self-Assessment against the Complaint Handling Code is accurate and Annual Complaints, Compliments and Suggestions Performance Report undergo thorough scrutiny and challenge.

This statement details the approach taken to deliver continuous improvement.

Background Information

Following the Social Housing (Regulation) Act, the Code became statutory on 1 April 2024. There is now a legal duty placed on the Ombudsman to monitor compliance with the Code, regardless of whether it receives complaints. The new Code states, in the following sections:

8.1 – ‘Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge.’

8.2 – ‘The annual complaints performance and service improvement report must be reported to the landlord’s governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body’s response to the report must be published alongside this.’

9.5 – ‘In addition to this, a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints (‘the MRC’).’

The Ombudsman’s guidance on the Governing Body’s response is, ‘The response should set out how the MRC has scrutinised and challenged the self-assessment and how any risks identified as part of the review have been addressed. Landlords should also include any lessons learned through the self-assessment process and actions taken as a result. The response can also highlight areas of achievement and any challenges that the landlord has faced during the reporting year.’

Scrutiny of the Annual Report and Self-Assessment

Brighter Futures wants its customers to be heard and understood. The organisation recognises that feedback is important and seeks to proactively use this to learn and improve the service it delivers to its customers.

The organisation has taken the opportunity to use the self-assessment to review where it is against the housing ombudsman’s code.

- A review of the Complaints Policy has been undertaken, and no changes were needed to be made this was agreed at the Customer Experience Committee in June 2026



- A review of the Complaint's Procedure has been undertaken and no changes were needed to be made this was agreed at the Customer Experience Committee in June 2026
- Staff awareness and training sessions, especially focused on leaders, has been delivered.
- Different material and methods are available for customers to make complaints.
- Performance reports on Complaint handling and feedback are provided to the Customer Experience Committee on a quarterly basis to review.
- Completion of the Annual Self-Assessment April 2026.

The Customer Experience Committee working group has reviewed the methodology and confirms that it meets required standards for TSM collection. The review also checks to understand if the complaints procedure was robust and is leading to good outcomes.

Learning Identified

In summary the following points of learning were identified from the review of Complaint and TSMs reports;

Key Learning

- **Communication quality:** Continued clear, consistent, and customer-focused responses
- **Resolution quality:** Ensuring all aspects of complaints are fully addressed to improve customer experience
- **Themes identified:** Staff-related and process-related issues are the primary drivers of complaints
- **Stronger oversight:** Enhanced reporting and governance have improved transparency and accountability
- **Sustaining performance:** Strong compliance has been maintained despite increased demand
- **Customer insight:** Feedback highlights opportunities to further improve satisfaction with outcomes
- **Engagement:** Increased focus on customer involvement through dedicated roles and governance structures

I confirm that Brighter Futures is very committed to continuously improving what we do, and we welcome open and honest feedback from our customers to help us do this, whether it be challenging, positive or constructive.

I am confident that Brighter Futures will continue to improve further and evidence a continued commitment to performance improvement over the coming year.

Yours sincerely,
Brighter Futures Board