

Governing Body Response to the Annual Complaint and Service Improvement Report for North Star and John Pease Cottages

North Star's and John Pease Cottages Board recognises the importance of an open, transparent and accountable complaints culture. Throughout 2025/26 the Board has continued to receive regular assurance regarding complaint performance, emerging themes and organisational learning.

The Board welcomes the significant progress made during the year, including the introduction of strengthened governance arrangements and enhanced quality assurance for complaint responses.

We have implemented changes to the overall management of complaints during the last 12 months. Importantly, the appointment of a complaints lead provides clear operational ownership of complaints handling across the organisation and this has increased levels of consistency with the resultant significant increase in customer satisfaction with the handling of complaints.

We are also utilising technology to further analyse data trends and themes relating to complaints including, conducting demographic analysis to help us identify complaint hotspots, and to better understand the diverse needs of our customers.

Through regular meetings with officers, scrutiny of complaint themes and review of organisational learning, the Board has received assurance that complaints are being managed in accordance with the Housing Ombudsman Complaint Handling Code and are driving meaningful service improvements.

Customer involvement has also played a much greater role in shaping our approach, and the Board particularly welcomed the establishment of the Complaints task and finish group bringing together customers with lived experience of the complaints process to review customer journeys, complaint responses and communication. Their feedback has directly influenced improvements to complaint letters, manager guidance, customer information and the way learning is shared across the organisation.

Our priorities for 2026/27 include further improvements to communications throughout the repairs process and to continue to strengthen learning from complaints across all services.

The Board is satisfied that North Star continues to comply with the Complaint Handling Code and supports the priorities identified within this report for continued improvement during 2026/27.

Bill Fullen

Board Member Responsible for Complaints North Star and John Pease Cottages

14th September 2026

