

Introduction

Exaireo has a statutory obligation to comply with the Housing Ombudsman's [Complaint Handling Code](#) (the 'Code'). The Code sets out how Exaireo must approach complaints including enabling a positive complaints culture as well as resolving any complaints themselves.

Each year Exaireo will self-assess against the provisions of the Code and publish the results on its website along with its Complaints Policy, this report and the Trustees' response to this report. These documents can be found on our website at:

<https://www.exaireo.org/feedback>.

We will also make an annual submission of our performance against the Code to The Housing Ombudsman so that they can monitor our compliance with the Code, regardless of whether any complaints progress to the Ombudsman. This means the Ombudsman can monitor all organisations whether complaints are referred to them or not.

This report covers the 2024/25 reporting period which is **1st April 2024 to 31st March 2025** for Exaireo.

a. Annual self-assessment against the Code

The annual self-assessment document, forms part of this report. It assesses Exaireo's compliance with the Code measure by measure.

It can be seen from the 2025 self-assessment breakdown that Exaireo's Complaints Policy (v4 August 2025) is indeed compliant with all the various provisions of the Code, where applicable. Hence, our complaint handling processes are in line with requirements.

The main 2025 update to Exaireo's Complaints Policy was to para 2.6.1 to include improved (electronic) internal processes. This includes incorporating new internal online recording and retention of documents so they can be accessed by staff, even when out of the office. This should assist with recording, reporting and monitoring by the Management Team and the Member Responsible for Complaints (MRC). Hence this should further strengthen compliance with the Code.

Other minor tweaks to the Policy incorporated the new reporting date at para 2.7, now being **30th September** each year, which is 6 months after Exaireo's financial year end. This follows updated guidance issued by the Ombudsman this year.

Exaireo's compliance will be reviewed every year and checked against the latest issue of the self-assessment framework to ensure any updates are quickly incorporated into policy.

b. Analysis of Exaireo's complaint handling performance

Exaireo recorded **7** complaints in the period (6 in 2023/24). Please find a summary in Table 1 below.

All these complaints were resolved within policy timescales. All were resolved at Stage 1; none progressed to Stage 2 of the process.

The timescale for Stage 1 complaints is five working days from the complaint being received, to acknowledge, define and log the complaint. With a further 10 working days to investigate and issue a full response, from the date the complaint being acknowledged.

Table 1: Summary of complaints received 2024/25.

Type of complaint	Issue	Resolution
Ex-Resident (left 2018)	Multiple issues	Dealt within timescales. Stage 1 Resolution. Complaint accepted despite being several years after the fact. (Some issues could not be investigated because several years had passed or because they were unrelated to Exaireo. However, all issues that could be addressed were responded to.)
Neighbour	Noise levels	Dealt within timescales. Stage 1 Resolution. Resolution included changes to practices, informing residents, exploring maintenance solutions to door closers. Also ensuring unauthorised dog on premises is not repeated. Better communications channel offered to neighbour (the house's direct staff mobile number).

Type of complaint	Issue	Resolution
Neighbour	Alleged drug use	Dealt within timescales. Stage 1 Resolution. Resident supported to address drug use. Regular checks instigated. Neighbour given direct on-call number for immediate reporting.
Neighbour	Alleged drug use	Dealt within timescales. Stage 1 Resolution. Resident supported to address drug use. Proactive monitoring instigated.
Neighbour	Alleged drug use	Dealt within timescales. Stage 1 Resolution. Not upheld. Neighbour confirmed it was a different neighbour following investigation.
Neighbour	Noise levels	Dealt within timescales. Stage 1 Resolution. Resolution included reminding residents of appropriate noise levels and to avoid loud music at night, etc. Also checking & adjusting door closers.
Neighbour	Noise levels	Dealt within timescales. Stage 1 Resolution. Resolution included reminding residents to avoid loud TV. Decibel meter purchased to monitor & quantify any future occurrences. Explained resident crying likely to be a one off – support is being provided.

There were no complaints that Exaireo refused to accept within the reporting period and indeed we even accepted a complaint from a former resident who had left six years earlier. This showed Exaireo applied due discretion, as per paragraph 2.1 of the Complaints Policy, to accept complaints made outside the general 12-month time

limit. However, it was not possible to investigate some of the multiple issues raised due to the time passing or that they were indeed not related to Exaireo.

It can be seen from the table that there were **0** complaints received from *current residents*.

The 2025 Exaireo Resident Survey asked a standard question on complaint handling, as specified in the Regulator of Social Housing's [Tenant Satisfaction Measures](#) requirements. This gives an opportunity for all residents to feedback on Exaireo's complaint handling.

The question being:

8 a. Have you made a complaint to Exaireo in the last 12 months? (Yes/No)

If "yes":

b. How satisfied or dissatisfied are you with Exaireo's approach to complaints handling?

However, at time of writing, all respondents answered "No" to 8 a. that no complaints were made, so the level of satisfaction measure, on complaint handling, is not applicable this year.

c. Findings of non-compliance with the Code by the Ombudsman

There have been no findings of non-compliance with the Code by the Ombudsman.

Indeed, the Duty to Monitor team advised in December that our 2024 submission had been reviewed and confirmed that they were satisfied with Exaireo's compliance to date.

Exaireo fully expects to meet with this year's submission deadline of 30th September 2025.

d. Service improvements made as a result of the learning from complaints

The Complaints Policy had been completely re-written and will continue to be reviewed annually and tweaked as needed. Similarly, Exaireo's complaints handling processes have been improved again this year with the addition of internal online procedures. We will commit to continuous improvement and remain proactive to implement learnings from feedback.

A specified Complaints Officer and Member Responsible for Complaints (MRC) remains in place and will help facilitate good practices and complaint responses.

Although no complaints were received from *current residents* this year, the following service actions remain relevant:

- Maintaining residents committee meetings
- Continuing to ensure the houses are checked regularly
- Continuing to improve communication
- Continuing to encourage residents to come and talk to us when / if they have concerns.
- Continuing to prioritise identified maintenance issues as needed.

From the neighbour complaints received the following actions can be made:

- Ensuring good communications with neighbours e.g. by passing on direct contact numbers such as a staffed-house direct mobile or out-of-hours 'On-Call' number.

e. Annual report about the landlord's performance from the Ombudsman

There has been no annual report received from the Ombudsman so far this year. This report will be updated and the Trustees informed if such a report is received.

There have not been any other relevant reports or publications produced by the Ombudsman in relation to Exaireo's work so far this year. Again, an update will be issued if any are received.

Drafted by: Chris Plummer

Complaints Officer, The Exaireo Trust

19th September 2025