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 2025/26 reporting period which is **1st April 2025 to 31st March 2026** for Exaireo. Reporting is due by 30th September each year (6 months after Exaireo's financial year end).

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 2026 self-assessment breakdown that Exaireo's Complaints Policy (v5 September 2026) is indeed compliant with all the various provisions of the Code, where applicable. Hence, our complaint handling processes are in line with requirements.

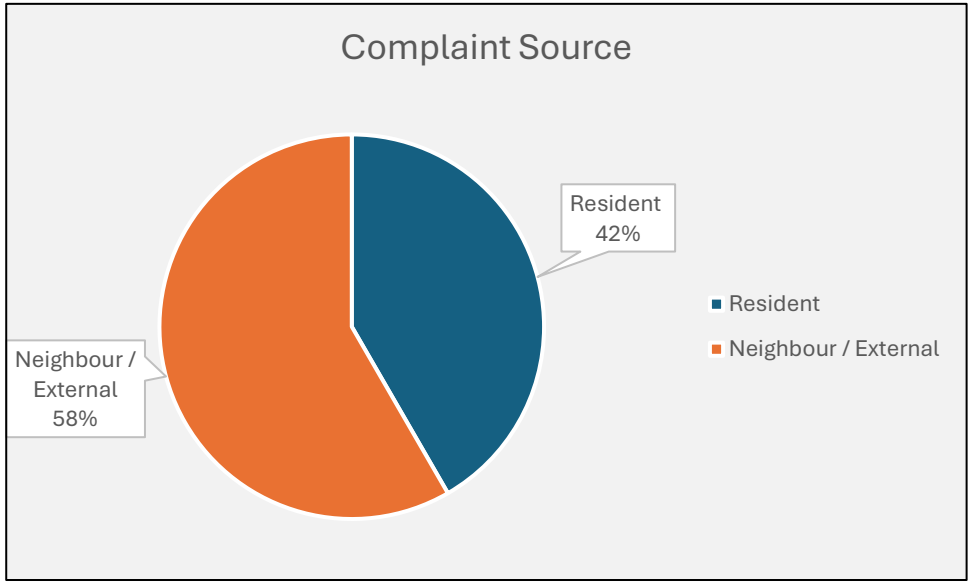
Exaireo's compliance will be reviewed every year and checked against the latest issue of the self-assessment framework to ensure any updates are quicky incorporated into policy.

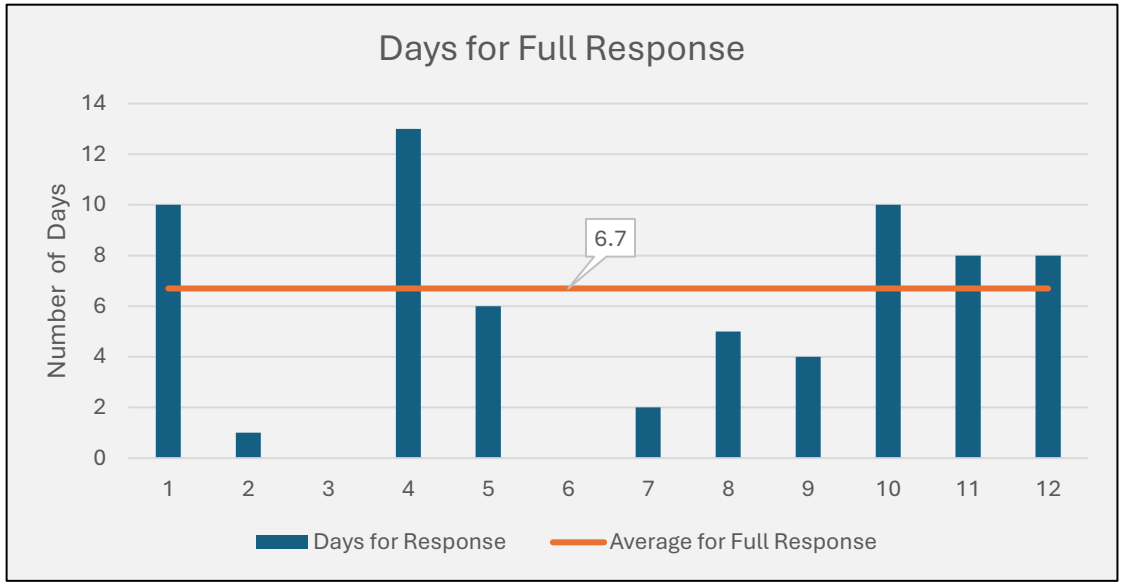
b. Analysis of Exaireo's complaint handling performance

Exaireo recorded **12** complaints in the period (*7 in 2024/25*). Please find a summary in Table 1 below.

Table 1: Summary of complaints received 2025/26.

Source	Count of Source	Average of Days to Acknowledge	Average of Days for Response	Max of Days to Acknowledge (Target = 5 days)	Max of Days for Response (Target = 10 days)
Resident	5	1.2	6.2	4	8
Neighbour / External	7	1.8	7.2	6	13
Grand Total	12	1.5	6.7	6	13





ONE complaint was **1 day late** on the 5 working days target for being **acknowledged**, although the response for that complaint was then issued within the required timescale for responses.

ONE complaint was acknowledged within the required timescale but was then **3 days late** on the 10 working days target for the **full response**, after acknowledgement.

All these complaints were resolved at or before Stage 1 of the process; none escalated to Stage 2 or beyond. Two of the 12 complaints (both neighbour / external) were 'quickly and informally' resolved (ref para 2.2 of Exaireo Complaints Policy & Procedure) there and then during the phone call report. However, they were still logged and written up for the records.

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 ten working days to investigate and issue a full response, from the date the complaint being acknowledged. Despite two complaints falling outside these timescales (as mentioned on page 3), we maintained a good ***average*** of **1.5 days** to **acknowledge** and **6.7 days** for **full response**, even when these failings are included. The graph on the previous page shows the spread of response times across the 12 complaints.

There were no complaints that Exaireo refused to accept within the reporting period.

It can be seen from the table that there were **5** complaints received from *current residents* (*NIL in 2024/25*). With the remainder coming from neighbours / external sources. The pie chart on page 2 shows the proportion of this year's complaint sources.

Individual complaint issues are not reported this year in compliance of Ombudsman feedback received on last year's report. Reporting on issues raised, even on a summary basis, can lead to an individual complaint being identified (due to relatively small numbers / unique issues). However, a 'common' issue amongst resident complaints is broadly housemate issues. For neighbour / external complaints, noise / disturbance or perceived drug use were raised more than once. However, not all complaints received were upheld when investigated. Although the issues are not reported on in detail here, detailed Case Notes are kept on each complaint for inspection by the board or Ombudsman should this be required. I can say there were no property – maintenance related complaints.

Whilst the 5 resident complaints were a new figure for this year the neighbour / external complaints remained at a similar level to last year. Resident complaints could be a relatively volatile figure due to the nature of our client group and our shared-house model for the supported housing we provide. We will keep a monitor on these to see how they vary over future periods and whether they can be mitigated via service improvements.

The 2026 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.

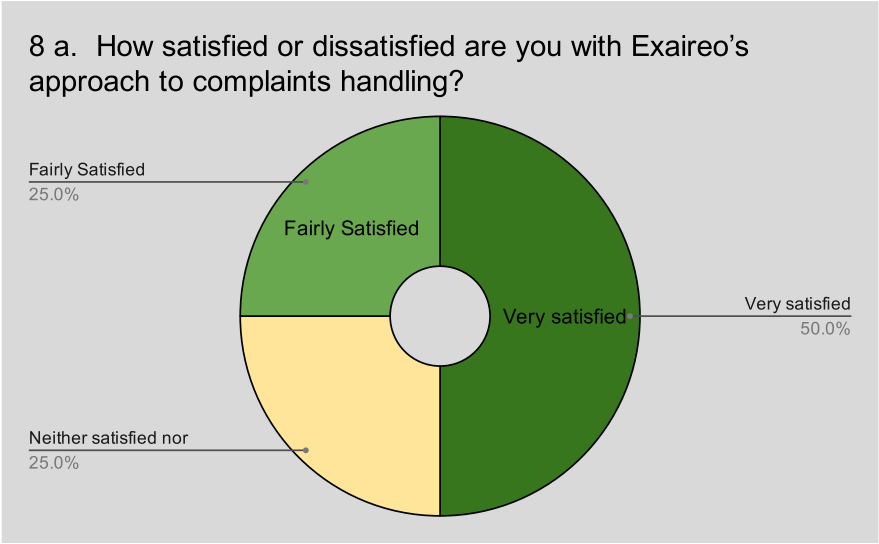
The question being:

> *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?

For this year's survey **4** respondents answered "Yes" to 8 a. and then gave the level of satisfaction as per the chart below. [*No residents answered 'Yes' to capture similar data last year*]. It can be seen that 75% of residents who had complained were either Very or Fairly Satisfied with our approach to complaints handling. One resident was neither satisfied nor dissatisfied. This means none of those residents expressed dissatisfaction.



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.

However, the Duty to Monitor team advised in October 2025 that our 2024/25 Annual complaint performance and service improvement report (this report, last year) should not have detailed each complaint individually and advised that any details included are not so specific that any individual can be personally identified. As mentioned, and indeed addressed in Section b, this year's report has been modified accordingly to fully implement this feedback.

Otherwise, last year's overall submission had been reviewed and confirmed that the Ombudsman was satisfied with Exaireo's compliance to date.

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

The Complaints Policy continues to be reviewed annually and tweaked as needed. The latest 2026 version 5 is available on our website. Similarly, Exaireo's complaints reporting has been modified to include the feedback mentioned above.

New reporting of timescale averages will hopefully show we are monitoring compliance in this area and taking response times seriously.

Regarding the timescale failings mentioned in Section b. earlier, the delay in acknowledging one complaint was due to the complaint coming in via a non-standard route (general feedback function on our Reuse website). This section was not intensively monitored and not by a member of support staff. We have implemented improvements by rewording that section to make it clearer as to how to contact and make complaints.

The delay in providing the final response to another complaint was contributed to by the service changes made because of the complaint. We delayed giving the final response until we were able to confirm the details of those service changes. The changes made brought the issue to an end. Staff summer annual leave also contributed both to making the service changes and to drafting the final response with those details.

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.

To help reduce resident complaints from current residents, the following service actions will continue:

- 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

Apart from the submission acknowledgment and feedback mentioned in Section c. no annual report has been received from the Ombudsman. The Trustees will be informed if such a report is received.

No other relevant Ombudsman reports or publications referencing Exaireo's have been received either. Again, an update will be issued if any are received.

Chris Plummer

Complaints Officer, The Exaireo Trust

29th September 2026