

Annual Complaints Handling & Service Improvement Report

Reporting Period: 1st April 2025 – 31st March 2026

Introduction

As part of Belong's commitment to complying with the Housing Ombudsman's Statutory Complaint Handling Code, we are pleased to present our Annual Complaints Performance and Service Improvement Report for the period 1 April 2025 to 31 March 2026.

The Housing Ombudsman's Complaint Handling Code became a statutory requirement on 1 April 2024. The Code sets out requirements for landlords to handle complaints fairly, effectively and consistently, and requires landlords to review their complaint-handling arrangements annually through a formal self-assessment. This report provides an opportunity to demonstrate our compliance, review our performance and identify learning and improvements arising from residents' feedback.

During the reporting period, Belong provided accommodation and services to 217 apartment tenants across eight village sites. Our relatively small resident population means that individual complaints and feedback can provide valuable insight into residents' experiences and help us identify opportunities to improve our services.

We recognise that complaints are an important source of feedback. They provide an opportunity to understand where a resident feels our service has fallen short of their expectations, put things right where appropriate, and identify learning to help prevent similar issues from recurring.

Complaints are recorded at village level and monitored through our wider organisational governance arrangements. This enables issues to be addressed locally while also allowing themes, trends and learning to be identified across our services and village communities.

Our approach ensures that complaints are not simply recorded and resolved individually, but are also used to support organisational learning and service improvement. This includes reviewing complaint themes, identifying recurring issues, considering changes to our processes or services, and monitoring actions arising from complaints.

This report provides an overview of our complaint-handling performance during 2025–26, including the volume and nature of complaints received, how they were managed, and the learning and service improvements arising from residents' feedback. It should be read alongside Belong's annual Housing Ombudsman Complaint Handling Code self-assessment and complaints policy.

Through this report, we aim to provide residents and other stakeholders with a clear and transparent account of how we listen to complaints, respond to concerns and use residents' feedback to improve the services we provide.

The graphs below demonstrate volumes & themes of complaints



Complaints Review

During 2025/26, we received five complaints, all of which were investigated and closed within five weeks of receipt. Complaints were reviewed by the relevant village management teams to ensure that residents' concerns were appropriately considered and responded to.

Complaints are monitored to identify any recurring themes or areas where improvements may be required. Learning from complaints is used to support service improvements and help prevent similar issues from occurring in the future.

There were no complaints relating to Belong escalated to the Housing Ombudsman Service during 2025/26.

Customer Satisfaction Surveys

Annually, we invite tenants to participate in a customer satisfaction survey, providing an opportunity to share their views on all aspects of apartment and village life, identify concerns and suggest areas for improvement.

Feedback is reviewed by the village management teams to identify common themes and opportunities for service improvement. Where appropriate, actions are agreed and feedback is shared with residents to demonstrate how their views have been considered.

Survey results are considered alongside other sources of resident feedback, including tenant meetings, complaints, compliments and day-to-day interactions, helping us to understand residents' experiences and continually improve our services.

Tenant Meetings

Regular tenant meetings are held by the village management team to provide residents with an opportunity to raise questions, share feedback and discuss any concerns about their accommodation, services or wider village life.

Issues raised are considered by the management team and, where appropriate, actions are agreed and followed up. Residents are also kept updated on ongoing matters, planned works and service improvements.

Feedback from these meetings helps the organisation identify recurring issues, understand residents' experiences and make improvements to the services provided.

Complaints self-assessment

We have recently completed our complaints self-assessment and submitted our findings to the Housing Ombudsman along with this annual report. Please see our feedback section on the Belong Website: <https://www.belong.org.uk/contact-us#feedback>