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Rotherhithe Waterside

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025-26

Introduction

This is our annual complaints report for the period December 2024 to the March 2026.

It provides our residents with information on any complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to improve our services to residents.

The Executive Committee have reviewed and approved the Annual Complaints Report. They regularly receive reports on any complaints received and ensure that we are proactively acting within the remit of the Code.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

Complaints Handling Performance

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. All residents and their family/sponsors know how to make a complaint – through our usual informal channels, or if perceived as a more serious complaint then using the Complaints Policy and Procedure, which is in their tenancy agreement.

Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted. We recently completed our tenant perception surveys. All feedback from these surveys was greatly welcomed. We ensure that all tenants are issued a copy of our Complaints Policy and Procedure.

The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our tenancy agreements and handbooks, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

Access to our Complaints Policy and Procedure

We try to ensure that any complaint received is resolved at the first point of contact. If you remain dissatisfied, a formal complaint can be made. Each year we will send a copy of our current self-assessment against the Complaints Handling Code to all residents.