

May 2026

**People & Culture Committee (PAC) Governing Body Statement for 202 Housing Ombudsman's
Complaint Handling Code Annual Submission.** ^{1 2}

*If you require this document translated or issued in a format which is more appropriate for you, please
contact us*

Dear Tenants and friends of Agamemnon,

How We're improving Our complaints service:

At Agamemnon, we want every tenant to feel heard, respected and treated fairly. The Housing Ombudsman's 2024 Complaint Handling Code sets out clear expectations for how landlords should manage complaints, and we have used it to strengthen the way we work. This update explains the improvements we have made, how the Code has helped us, and what we are doing next to make sure your experience continues to improve.

What we've improved based on your feedback:

Over the past year, we have made a number of changes directly shaped by the feedback you have shared with us. We have updated our Business Continuity Plan so that colleagues know exactly what to do during any disruption, helping us respond more quickly and clearly. Our website has also been improved to make it easier to understand how to make a complaint and what you can expect from us at each stage.

We have strengthened the security of your personal information by achieving Cyber Essentials accreditation, which helps protect against cyber threats. Your voice has also played a bigger role in shaping our services. Following the Tenant Satisfaction Measures, we have continued to work closely with the Tenant Liaison Committee so that your lived experiences directly influence how we improve.

We have also improved the way we record and report complaints in our Housing Management System, making it easier to track issues and respond consistently. Repairs reporting has been updated too, with a move towards a "digital by design"³ but with "digital by choice"⁴ approach that gives tenants more flexibility in how they contact us. To support better early resolution, most of our Court Managers have now completed professional housing qualifications, giving them the knowledge and confidence to resolve issues more effectively.

We know that fire safety changes can sometimes be frustrating, especially when the reasons behind them are not immediately clear. To help with this, we will involve fire safety specialists earlier in the process, particularly when several tenants are affected, so that the legal requirements and safety reasons are explained clearly from the start.



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¹ Final draft will be signed off following next PAC meeting.

² Aligned to the Regulator of Social Housing's Tenant Involvement and Empowerment Standard.

³ Digital by design means services are created to work smoothly online, improving efficiency, accessibility and overall user experience.

⁴ Digital by choice means tenants can use digital services if they want, while keeping alternative options available.

How the complaint handling code has helped us improve fairness:

The Housing Ombudsman's Code has helped us make our complaints process clearer, more consistent and easier to use. It has given us a structured two-stage process with clear timescales, which means you know what to expect and when. We now monitor our performance more closely, and this is reviewed by our Board to ensure we stay accountable.

The Code has also helped us improve accessibility. Our website, policy documents and final response letters now explain the complaints process more clearly, including how you can escalate your concerns to the Ombudsman if you need to. Because colleagues have clearer guidance and more training, more complaints are now resolved at the first point of contact, reducing the need for escalation and helping issues get sorted more quickly.

Another important change is the way we learn from complaints. We now analyse themes and trends more regularly, such as delays in communication or issues with contractor performance. These findings are shared through our annual complaints review and used to shape our service improvement plans. This means that your feedback leads to real, measurable changes.

What We're Doing Next:

We know there is always more we can do. To make sure complaints are handled consistently and fairly, we are introducing standard templates for acknowledgements, investigations and final responses. This will help ensure that every tenant receives clear and consistent information, no matter who handles their complaint.

We will also be carrying out regular quality checks on closed complaints to make sure we are meeting the standards set out in the Code. Colleagues will receive further training on managing complex cases, recognising vulnerability and communicating effectively, so that every tenant receives equitable treatment.

We are strengthening the way we learn from complaints by linking trends more closely to service planning. For example, if we see repeated concerns about contractor performance, we will review how those contracts are managed and make changes where needed. Communication remains a priority, especially when repairs take longer than expected or require follow-up visits. We want to make sure you are kept informed at every stage and that expectations are set clearly from the beginning.

We are also improving oversight of contractors to ensure they follow safety procedures and respect access arrangements. Finally, we are placing greater emphasis on early engagement with tenants. By speaking with you sooner, we can often resolve concerns quickly and prevent issues from escalating.

Our Commitment to You:

We are committed to providing a complaints service that is fair, transparent and centred on your experience. Your feedback continues to shape how we improve, and we will keep working to make sure your voice is heard and acted upon. Our goal is simple, to provide a service where you feel confident that your concerns will be taken seriously and resolved in a way that is consistent, respectful and fair.

Yours Sincerely,

Sue Dewey

Sue Dewey OBE
Chair of the People & Culture Committee (PAC)



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