

Annual Complaint Handling and Service Improvement Statement 2025/2026

The 700 Club is committed to fostering a positive complaints culture and views complaints as an important opportunity to learn, improve services, and enhance the experience of our tenants. We recognise the requirements of the Housing Ombudsman's Complaint Handling Code (2024) and are satisfied that our policies, procedures, and practices meet those obligations.

We are pleased to report that no formal complaints were received from tenants during the reporting period. While the absence of complaints is encouraging, we recognise that effective complaint handling is not measured solely by the number of complaints received. We are committed to ensuring that tenants can raise concerns easily and that all feedback is welcomed and acted upon appropriately.

During the year, high standards have been maintained across all accommodation sites through planned redecoration programmes and the replacement of damaged, worn, or outdated furniture and furnishings. These improvements have enhanced the quality of the living environment for residents and contributed to positive feedback regarding the condition and presentation of our properties.

The 700 Club operates an externally audited Quality Management System accredited to ISO 9001:2015, which supports a culture of continuous improvement. Service performance is reviewed regularly by the Senior Management Team, with consideration given to customer feedback, service developments, legislative changes, and emerging needs to ensure services remain effective and responsive.

The Housing Ombudsman's Complaint Handling Code has been fully incorporated into the organisation's complaint procedures. A dedicated Landlord Services Complaints Policy has been introduced to reflect the specific requirements of tenants occupying the 700 Club's general needs housing stock. This policy supports the organisation's wider Compliments, Comments and Complaints Policy and is provided to all relevant tenants.

All policies are reviewed annually, and service users are encouraged to provide feedback through a variety of channels. Regular resident meetings are held, providing opportunities for tenants to raise concerns, share suggestions, and contribute to service improvement.

To further strengthen resident engagement, the 700 Club will introduce a Service User Forum during the coming year. The forum will be led by service users and will provide a structured mechanism for residents to influence service delivery, contribute to decision-making, and help shape future developments. This initiative will ensure that the voices and experiences of residents continue to play a central role in the improvement of our services.

An annual review of complaint handling and compliance with the Complaint Handling Code is undertaken and reported to the Board of Trustees as part of the organisation's governance arrangements. This review coincides with the Annual General Meeting and the publication of the Annual Report.

As a provider of supported accommodation, the 700 Club places significant emphasis on developing positive and supportive relationships with residents. Staff work proactively to resolve concerns at the earliest opportunity and encourage open communication so that issues can be addressed before they escalate. We are satisfied that there are no barriers to making a complaint and that complaint pathways are accessible, transparent, and well publicised. In line with the Equality Act 2010, reasonable adjustments are available to ensure all residents are able to access the complaints process and have their views heard. All complaints, should they arise, are treated seriously, investigated fairly, and used as an opportunity to improve services.

Emma McLaughlin
Chief Operating Officer
Member Responsible for Complaints

1st September 2026