

Annual Complaints and Service Improvement Report 700 Club Board Response

The Board of Trustees remains committed to maintaining a positive and open complaints culture across the 700 Club. We recognise that effective complaint handling is essential to accountability, service quality, and continuous improvement, and we support the organisation's commitment to complying with the Housing Ombudsman's Complaint Handling Code.

The Board welcomes the report's findings and notes that no formal complaints were received from tenants during the reporting period. While this is encouraging, the Board recognises that the absence of complaints alone is not a measure of success. It is equally important that tenants feel able to raise concerns, provide feedback, and access a clear and transparent complaints process whenever required.

We are pleased to see that accommodation standards have been maintained and enhanced through ongoing investment in properties, including redecoration programmes and the replacement of worn or damaged furnishings. The Board acknowledges the efforts of staff in ensuring that residents continue to live in safe, well-maintained, and welcoming accommodation.

The Board is satisfied that appropriate complaints procedures are in place and that these reflect the requirements of the Housing Ombudsman's Complaint Handling Code. We are also satisfied that reasonable adjustments are available to ensure the complaints process remains accessible, fair, and inclusive for all tenants.

We welcome the introduction of the Service User Forum and look forward to seeing residents take an active role in shaping and improving services. Meaningful tenant involvement is an important part of ensuring that services remain responsive to the needs and experiences of those who use them.

The Board further notes the organisation's continued commitment to quality assurance through its externally audited ISO 9001:2015 Quality Management System and is satisfied that effective governance, monitoring, and review arrangements are in place to support ongoing service improvement.

The Board thanks staff, volunteers, and residents for their contribution to maintaining high standards throughout the year and remains committed to ensuring that tenant feedback continues to inform the development and delivery of services.

David Allaway

Designated Complaints Board Member
700 Club

28th September 2026