Franklyn Housing Co-operative Ltd

ANNUAL COMPLAINTS &SERVICE IMPROVEMENT REPORT 2025/2026
REPORTING PERIOD 31/3/25 1/4/2026

ABOUT THIS REPORT

EFFECTIVE FROM 1/4/2024 WE WILL REPORT ON CCOMPLAINTSWE HAVE RECEIVED DURING OUR FINANCIALYEAR & WHAT ACTION WE HAVE TAKENIN RESPONSE OF THEM.OUR COMPLAINTS POLICY OUTLINES OUR APPROACHTO DEALING WITH COMPLAINTS & IMPOTANTLY HELPS US IMPROVE &LEARN FROM THEM OUR TENANTSATISFACTION SURVEYS ALSO HELP TO PROVIDE A VALUABLE INSIGHT.

(COMPLAINTS OVERVIEW) NO COMPLAINTS RECEIVED DURING REPORTING PERIOD

(SERVICE IMPROVEMENTS & LEARNING) NO COMPLAINTS RECEIVED DURING REPORTING PERIOD

(HOUSING OMBUDSMAN FINDIINGS & REPORTS) NO COMPLAINTS RECEIVED DURING REPORTING PERIOD THERE IS NOTHING TO REPORT IN RESPECT OF THE HOUSING OMBUDSMAN (HOS)