

Governing Body Response to the Annual Complaints Performance and Service Improvement Report 2025/26

As the governing body for Shropshire Towns and Rural Housing, we have reviewed the organisation's Annual Complaints Performance and Service Improvement Report together with the self-assessment against the Housing Ombudsman's Complaint Handling Code.

We welcome the progress made during 2025/26 and are satisfied that the self-assessment provides an accurate reflection of STAR Housing's approach to complaint handling and compliance with the requirements of the Code. We are particularly encouraged by the positive performance achieved despite a significant increase in complaint volumes during the year, alongside continued improvements in complaint handling processes, governance and organisational learning.

Throughout the year, we have maintained oversight of complaints performance through regular reporting to the Customer Services Committee, STAR Board, and meetings involving the Members Responsible for Complaints (MRCs). This has enabled appropriate challenge, scrutiny and assurance regarding complaint handling performance, emerging trends and service improvement activity.

We have also welcomed the more recent introduction of enhanced root cause analysis and fortnightly review meetings involving senior managers and directors. These arrangements demonstrate a clear commitment to understanding the causes of complaints, identifying recurring themes and using customer feedback to inform meaningful service improvements. We have seen increasing evidence that learning from complaints is being embedded across the organisation rather than being viewed solely as a complaints function.

Customer feedback, Housing Ombudsman learning and performance information continue to play an important role in shaping service improvements. Whilst we recognise that there is always more work to do, particularly in areas such as communication, service consistency and reducing avoidable delays, we are encouraged by the progress made during the year and by the organisation's willingness to learn from customer experiences.

We fully support the Complaints Service Improvement Plan for 2026/27 and the priorities it identifies. As Members Responsible for Complaints and governing body representatives, we remain committed to promoting a positive complaint handling culture, ensuring that complaints are treated as a valuable source of insight, and providing ongoing oversight to ensure that learning results in tangible improvements for customers.

We thank colleagues across STAR Housing for their continued focus on delivering fair, accessible and effective complaint handling and look forward to monitoring further progress during the year ahead.



Mark Owen - Member Responsible for Complaints (STAR Housing)



James Owen - Member Responsible for Complaints (Shropshire Council)