
Governing Body Response

Annual Complaints Performance and Service Improvement Report 2025/26 and Complaint Handling Code Self-Assessment

The Sustain (UK) Limited Board has reviewed the Annual Complaints Performance, the Complaint Handling Code Self-Assessment 2025/26, complaint performance data and the assurance provided by the Tenant Engagement and Empowerment Committee (TEEC) including the Member Responsible for Complaints. The Board is satisfied that the report gives a fair, balanced picture of complaint handling during the year, and that the self-assessment demonstrates full compliance with the Complaint Handling Code across all nine sections.

Sustain recorded 9 complaints during the year, all logged within the reporting period, alongside around 251 service requests. No complaint deadlines were missed, and extensions were used only where needed to support a proper investigation.

The main themes were support provision, staff and provider practice, property condition, unsuitable accommodation, and anti-social behaviour and tenancy management. Priorities for 2026/27 are strengthening provider consistency and accountability, improving communication and record keeping, and continuing to align practice with the Code, including learning from the historic Housing Ombudsman determination.

TEEC scrutinises tenant experience and complaint learning on the Board's behalf.