



MAJOR HOUSING ASSOCIATION LTD

Major Housing Association Complaints Report for 2025/26

Submitted to: The Ombudsman

Date: 01/06/2026

Introduction

This report outlines the complaints received by Major Housing Association during the reporting year 2025/26. The report has been prepared in accordance with regulatory requirements and aims to provide transparency in our operations.

Executive Summary

Major Housing Association received 2 complaints during the year 2025/26. All complaints were fully investigated and closed within the reporting period. One complaint was resolved at Stage 1 and one complaint progressed to Stage 2 escalation. The complaints primarily related to rent and financial matters, communication, and service delivery.

Complaints Data

Total Complaints Received

- Number of complaints: 2
- Period: April 1, 2025, to March 31, 2026

Analysis

The following key themes were identified during the reporting period:

- Rent and financial management issues, including incorrect rent calculations and double payments.
- Communication gaps in explaining decisions, policies, and tenant rights.
- Complaint handling and customer service concerns.

Outcomes of complaints included correction of rent accounts, financial refunds, compensation payments, and improvements to internal processes and staff training.

Steps Taken to Ensure Customer Satisfaction

1. Improved Rent Setting Controls

Review and correction of rent calculation processes to prevent recurrence of errors.

2. Enhanced Staff Training

Training provided on policies, communication standards, and complaint handling.

3. Stronger Communication

Clearer written communication and improved guidance for tenants.

4. Complaint Handling Improvements

Better monitoring of timelines and escalation processes.

Learning and Improvements

Major Housing Association will strengthen financial oversight, improve communication with tenants, enhance complaint handling procedures, and conduct regular service reviews to ensure continuous improvement.

Conclusion

The complaints received in 2025/26 have provided valuable learning opportunities. The organisation has taken appropriate action to resolve all cases and implement improvements. Major Housing Association remains committed to delivering high-quality services and maintaining transparency and accountability.

Prepared by:

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Title: Governance, Compliance and Legal Assurance Officer

Governance Statement

The Major Housing Association Board of Directors, or a representative of the Board, have reviewed and scrutinised the 2025/26 complaint handling report and are satisfied that it is an accurate and true reflection of the organisation's complaint handling service. A Complaint's Register is also attached as Appendix I.

MHA Board Review date: 12 June 2026

Approved by: David Walker

Title: Board member - Major Housing Association Board of Directors



Signed:

Date: 12 June 2026