



Major Housing Association Complaints Report for 2024/25

Submitted to: The Ombudsman Date:

Introduction

This report outlines the complaints received by Major Housing Association during the reporting year 2024/25. The report has been prepared in accordance with regulatory requirements and aims to provide transparency in our operations.

Executive Summary

Major Housing Association is pleased to report that no complaints were received during the year 2024/25. This result reflects our commitment to providing high-quality housing services and ensuring customer satisfaction. **Complaints Data**

Total Complaints Received

- **Number of complaints:** 0
- **Period:** April 1, 2024, to March 31, 2025

Analysis

- No complaints were lodged during the reporting period.
- This result indicates effective management of customer relationships, proactive issue resolution, and alignment with best practices in tenant engagement.

Steps Taken to Ensure Customer Satisfaction

1. **Proactive Communication**
Regular engagement with tenants through newsletters, meetings, and surveys to address concerns before they escalate.
2. **Efficient Maintenance Services**
Prompt response to maintenance requests, ensuring minimal disruption to tenants.
3. **Dedicated Customer Support**
A dedicated support team available to address inquiries and provide resolutions swiftly.
4. **Continuous Improvement**
Implementation of feedback loops to refine processes and enhance service delivery.

Learning and Improvements

While no complaints were received in 2024/25, Major Housing Association remains committed to continuous improvement by:



- Monitoring tenant feedback regularly.
- Strengthening communication channels.
- Conducting annual reviews of policies and procedures to uphold service standards.

Conclusion

The absence of complaints in 2024/25 is a testament to Major Housing Association's dedication to delivering exceptional services. We will continue to prioritize the satisfaction and well-being of our tenants while maintaining transparency and accountability in our operations.

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Governance statement: The Major Housing Association, Board of directors or a representative of the Board, have reviewed and scrutinised the 2024/25 self-assessment handling code and the annual complaint handling and service improvement report and have been assured and are satisfied that these are an accurate and true reflection of Major Housing Association's complaint handling service

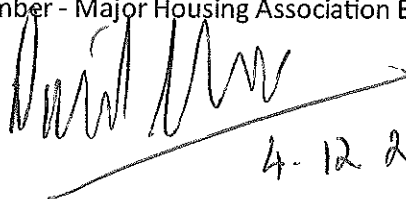
MHA Board Review date: 6th May 2025

Approved by: David Walker

Title: Board member - Major Housing Association Board of Directors

Signed:

Date:


4-12-2025