Archie Homes

Board Response: Complaints 2025/26

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Report checklist	
Meeting	Archie Homes Finance, Risk and Audit Meeting
Date	15 September 2026
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Purpose	Updates and information

Our 2025/26 Complaint Handling Code Self-Assessment, covering 1 April 2025 to 31 March 2026, demonstrates Archie Homes' compliance with the Housing Ombudsman's Complaint Handling Code. It outlines the improvements and actions that we have taken to address the causes of customer complaints. There were no exceptional circumstances affecting our compliance with the Code during the year.

The self-assessment and the Complaints Performance & Service Improvement Report have been scrutinised by our Senior Leadership Team and Board members, who recognise the importance of effective complaint management and of learning from complaints and customer feedback. This has been delivered through a range of service improvements and ensures we meet the standards set out in the Housing Ombudsman's Complaint Handling Code.

Our performance in 2025/26

We have continued to take on board our customers' feedback and learning from complaints to improve our service delivery. Our performance and the improvements we made in 2025/26 are as follows:

- We received 20 formal complaints in 2025/26. Eleven were resolved at Stage 1 and nine were escalated to Stage 2.
- We responded to all nine Stage 2 complaints (100%) within 20 working days or by an agreed extension, and to 91% of Stage 1 complaints within 10 working days or by an agreed extension.
- We had one complaint escalated to the Housing Ombudsman during the year. We also received one MP enquiry in the same period.
- We have strengthened our approach to capturing lessons learned from complaints, with particular improvements made to the Shared Ownership sales process. These changes are designed to ensure customers receive clear and timely information about the sales process, including any applicable charges and their responsibilities.
- We have appointed a Head of Delivery to make sure defects are addressed and resolved by our Employer's Agents and development partners.

- We have made it easier for customers to raise concerns through our new website, providing an additional route into our complaints process and clear access to our complaints policy and information on how to make a complaint.

Learning and next steps

The Archie Homes Board recognises the efforts of our team members in identifying opportunities to learn and implementing improvements to our service in response to customer feedback. The rise in complaints this year has been driven largely by new-build defects. In line with the Complaint Handling Code, we do not see higher complaint volumes as negative in themselves, as they can show that residents know how to complain.

Nine of the eleven Stage 1 complaints escalated to Stage 2, which tells us we need to resolve more issues at the first stage.

We recognise that although complaints can be challenging, they offer valuable insights into areas where we have fallen short of customers' expectations. In 2026/27 we will:

- Improve developer aftercare arrangements.
- Review case ownership and continuity for long-running complaints, particularly where residents are vulnerable.
- Audit our Managing Agents' internal complaint logging and escalation processes.
- Review the circumstances and approach for extending Stage 1 and Stage 2 complaint response times, ensuring extensions are proportionate, clearly communicated and appropriately justified.

The lessons learned from all complaints will be used to deliver service improvements across the organisation. Complaints reports will continue to be produced monthly for the Senior Leadership Team and reported to the Archie Homes Board quarterly. The Archie Homes Board and the Member Responsible for Complaints (MRC) will maintain oversight of complaints improvement activities and action plans through this ongoing scrutiny, ensuring we continue to analyse and investigate the types and root causes of complaints and identify areas for service improvement.

Approval

Approved	Member Responsible for Complaints
This statement was approved by the Archie Homes Board on 15 September 2026.	Wendy Pretten