

The Board and the Member Responsible for Complaints have noted the following regarding Complaints in 2025/26

Areas of strength in the current year

The CRM complaints module is now fully embedded and provides data on the whole process in a transparent manner

Response times and responses in accordance with the ombudsman's code have improved in 2025/ 26 at both stage 1 and 2

Number of complaints:- whilst this has increased at stage 1, it has stayed static at stage 2, meaning in part that although more complaints have been raised, they have been resolved at the first stage

Four complaints have been referred to the ombudsman in the period. Cornerstone staff continue to work with the residents to remedy the issues relating to the complaint whilst the Ombudsman's investigations are ongoing.

It is noted that tenant satisfaction with complaints is 53.1% although lower than the previous year is above the sector upper quartile score of 41% is above the sector

The analysis of complaints by category shows that over 73% of stage 1 complaints are for communications, service standards and contractors. These are areas the board is keen to focus on in 2026/27 to reduce complaints.

Learning and improvement

Learning outcomes have been recorded against each complaint, and a significant number of improvement actions have been carried out or are planned for the future

Of particular note is how the learning has led to changes in policies and processes for example, mutual exchanges and lettable standards

A drama-based training session on complaints was delivered to all staff so that staff can understand the feelings and issues experienced by the residents. Improvements because of this training session will be reviewed with interest.

Requests from Board

In responding to the May 2026 annual complaints report on complaints, the board requested that data relating to the geographical area in which complaints are raised is also reported on in future to see if there are any significant hotspots or trends.

The board also noted the improvement in achieving the required response times. It was noted that whilst Stage 1 complaints are at high levels, this may be a reflection of the accessibility of the system. Improved service levels, communication, and contractor performance may reduce complaints in these categories and will remain an operational and Board focus.

Member Responsible for Complaints (MRC)

In 2026, the Board has endorsed the appointment of Mary Bennell as MRC and is grateful for her focus on this area.

The role of the MRC is to seek assurance and to follow her curiosity into the complaints handling process on behalf of the Board and more actively than a Board could otherwise manage. This involves regular meetings with the CE and governance manager to review performance and ensure that learning from complaints is acted on. The complaints are reviewed from the residents' perspective and assessed as to whether allowance has been made for any specific vulnerabilities or needs of the resident or their family.

The focus of the MRC is on ensuring that the learning from complaints is incorporated into policies and everyday operational practices to improve the resident experience.

Adam Carrick – Chair of Cornerstone Board

Mary Bennell – Board member responsible for complaints.

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