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26 June 2026

Annual Complaints and Service Improvement Report 01.04.25 - 31.03.26

Following the Board's review of the Annual Complaints and Service Improvement Report, and advice from the Member Responsible for Complaints (MRC), I can confirm that the Board has accepted and approved the Annual Complaints and Service Improvement Report as a true and accurate reflection of the complaints received at Encircle Housing, under the requirements of the Housing Ombudsman's 2024 Complaints Handling Code.

The Board has signed off the Annual Complaints and Service Improvement Report for 2025/26.



Alistair How
Chairman



Peter Aviston
Member Responsible for Complaints