Member Responsible for Complaints (MRC) Statement 2026

As the Industrial Dwellings Society's and its subsidiary Otto Schiff Housing Association Member Responsible for Complaints, I have continued to provide independent oversight and scrutiny of complaint handling performance throughout 2025/26 through regular meetings with the Head of Housing, review of complaint performance information and scrutiny through the Operations Committee. During the year, I received regular updates on complaint volumes, outcomes, complaint handling performance, Housing Ombudsman determinations, service improvement actions and compliance with the Housing Ombudsman's Complaint Handling Code.

I have reviewed the 2025/26 Annual Complaints and Service Improvement Report and the annual self-assessment against the Complaint Handling Code. Having considered the evidence presented, I am satisfied that IDS and its subsidiary Otoo Schiff Housing Association remains compliant with the requirements of the Code and has effective arrangements in place to manage complaints fairly, transparently and in a resident-focused manner. The self-assessment confirms compliance across all Code provisions and demonstrates that complaint handling continues to be embedded within policy, procedure, training and governance arrangements.

I am pleased to note that complaint handling performance remained strong during the year, with 99% of Stage 1 complaints and 100% of Stage 2 complaints responded to within Code timescales. No complaints were refused during the reporting period. These results reflect the commitment of staff and managers to ensuring residents receive timely responses and appropriate outcomes when concerns are raised.

It is particularly important that complaints are viewed as an opportunity to learn and improve services. I have seen evidence throughout the year that learning from complaints has led directly to service improvements, including changes to operational procedures, staff training, resident communications and service delivery arrangements. This demonstrates a positive complaint handling culture and a commitment to continuous improvement.

From the Housing Ombudsman determinations made during 2025/26, I am satisfied that the organisation responded appropriately, completed all Ombudsman orders within the required timescales where this was possible, and used the findings to strengthen service delivery and organisational learning. I also note that the Housing Ombudsman reviewed the Complaint Resolution Policy during the year and accepted the organisation's compliance following the implementation of minor amendments.

As MRC, I am satisfied that the Board and Operations Committee receive sufficient information to effectively scrutinise complaint handling performance and monitor emerging risks, themes and learning. I will continue to work with colleagues to promote a positive

complaint handling culture, ensure residents' voices are heard and support ongoing improvements to services arising from feedback and complaints.

Debra Fox
Member Responsible for Complaints
Industrial Dwellings Society