



First Affordable Limited

**Board's response to the Annual Complaint Performance and Service Improvement
Report 2025-26**

At FAL, we have welcomed the increasing focus on complaints brought about by the Housing Ombudsman Services' Complaint Handling Code. We recognise the importance of having a strong complaint handling service. We understand the value and learning that complaints can bring to our organisation and the services we deliver and to raise the profile of complaints to our organisation, our managing agent, contractors and our customers.

The Complaint Handling Code has provided a strong framework on which we are building improvements in our complaint management. We have seen progress made in this area and look forward to further positive changes in 2026/27.

We received only two complaints during this year. My direct engagement with residents indicated that this was too low. Access to an effective complaint, resolution and redress process is highly important to our residents.

My time spent time engaging with residents allowed me to better understand their experience of our services and complaints. This has helped inform our approach to working closely with our managing agent, Rendall and Ritner to work together to ensure that we have a complaints process that is accessible and responsive. This work will continue in 2026/27 including our considerations of the complexities of differing Ombudsman and regulatory bodies for Adelaide Wharf.

We will continue to strengthen reports received at Board on complaints and complaint handling to ensure we have good insight into the complaints received, the handling of those complaints and the learning from them. I, as Member Responsible for Complaints, will ensure that the Board receives the information we need to have assurance on the whole complaints process.

Susanne Coleman, Member Responsible for Complaints

On behalf of FAL Board