

How We're Performing on Complaints – A Message from Your Governing Body

Hello, I'm Jo Simcox, the Board Member responsible for complaints at Squared. Part of my role is to make sure we take complaints seriously, that we deal with them fairly, and most importantly — that we learn from them.

Each year we check ourselves against the Housing Ombudsman's national Complaint Handling Code. This Code sets the standards all landlords must follow when dealing with complaints. I've reviewed our self-assessment for 2024–25 and here's what I want you to know:

What we've done well

- We handled 28 complaints this year. This is a little higher than last year (25), but that shows our process is accessible and people feel able to speak up.
- Most complaints were about repairs, mainly around quality, timeliness, or communication. We've improved how we track and report these so we can spot patterns and act on them.
- We fixed almost all complaints on time. Just one acknowledgement and three stage 1 responses missed the target, but all were resolved fairly quickly, and we've put in better monitoring, so it doesn't happen again.
- We've made changes based on your feedback, such as:
 - Improving how we update you on repairs.
 - Bringing in a new Damp & Mould Policy.
 - Upgrading our phone system so you reach the right person more easily.

How we're learning

- 84% of staff have completed Housing Ombudsman training on dispute resolution, and 71% have completed Squared's own complaint handling training.
- Complaints are now a standing agenda item at all team and leadership meetings, meaning learning from complaints is shared widely.
- We continue to look at feedback from surveys and tenant satisfaction measures to guide improvements.

Our commitment to you

We know complaints are not just about problems — they're opportunities for us to listen, learn, and improve. We are committed to:

- Being open and transparent about where we fall short.
- Acting quickly to put things right.
- Using your feedback to make lasting service improvements.

On behalf of the Board, I'm reassured that Squared is following the Complaint Handling Code and taking real action when things go wrong. Thank you to everyone who shared their experiences with us this year, your voice makes a difference.

Jo Simcox
Board Member Responsible for Complaints