



Second Chance Housing

Governing Body Response to the Annual Complaints Performance and Service Improvement Report

Reporting Period: 1 July 2024 - 30 June 2025

1. Introduction

This response is provided by the governing body of Second Chance Housing Ltd in accordance with the Housing Ombudsman's Complaint Handling Code 2024, Section 8.2.

The governing body has scrutinised the Annual Complaints Performance and Service Improvement Report and the self-assessment against the Code.

2. Scrutiny Process

The governing body undertook the following scrutiny activities:

- Reviewed the Annual Complaints Performance and Service Improvement Report in full
- Reviewed the self-assessment against all provisions of the Complaint Handling Code
- Considered whether the zero complaints position reflects genuine satisfaction or barriers to complaining
- Reviewed the proactive service improvements made during the year
- Assessed the accessibility of the complaints process for our resident group

3. Key Findings

3.1 Compliance with the Code

The governing body confirms that Second Chance Housing Ltd is fully compliant with the Complaint Handling Code 2024. All required policies, procedures, and governance arrangements are in place.

3.2 Zero Complaints Position

The governing body has specifically considered the zero complaints position and is satisfied that this reflects:

- Good quality service delivery and proactive issue resolution
- Strong relationships between staff and residents enabled by our small portfolio size
- Effective handling of service requests before they escalate
- Regular welfare visits and accessible staff

The governing body is satisfied that the complaints process is accessible and that residents are aware of how to complain. However, given our resident group (ex-offenders who may have had negative experiences with formal processes), we will take additional steps in the coming year to reinforce that complaints are welcomed and will be handled fairly.

3.3 Service Improvements

The governing body commends the proactive service improvements made during the year, including enhanced communication channels, the improved welcome pack, staff training, and the repairs tracking system. These improvements demonstrate a commitment to continuous improvement even in the absence of formal complaints.

4. Confirmation of Accuracy

The governing body confirms that the Annual Complaints Performance and Service Improvement Report is an accurate reflection of Second Chance Housing Ltd's complaint handling service position for the period 1 July 2024 to 30 June 2025.

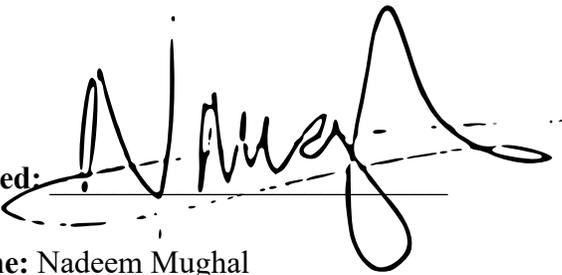
5. Actions

The governing body has identified the following actions to further strengthen complaint handling arrangements:

Action	Owner	Deadline	Status
Conduct resident focus group on complaints awareness	Asif Mughal	30 June 2026	Planned
Refresh complaints training for all staff	Asif Mughal	31 March 2026	Planned
Add complaints awareness questions to satisfaction survey	Asif Mughal	31 March 2026	Planned

6. Approval

This response was approved by the governing body on 4 February 2026.

Signed: 

Name: Nadeem Mughal

Position: Director

Date: 4 February 2026