The complaints handling reports were reviewed and approved by the Coordinating Committee of Hamwic Housing Co-operative on 23/9/26.

The committee notes that one formal complaint was handled during the period, and that two complaints from the previous reporting year were referred to the Housing Ombudsman Service. The committee has considered the circumstances of both and endorses the service improvements set out in that section of the report, in particular the commitment to formalise communication with complainants around scheduling, escalation, and timescales.

Signed on behalf of the Coordinating Committee: Gary Kingsbury, 27/9/26