

2024-25 Complaints Performance and Service Action Report Board Response

The Look Ahead Board fully recognises the importance of effective complaints management and learning from customer feedback to enhance our services, maintain customer trust and work towards continuous improvement.

Look Ahead operates a group structure with four subsidiaries. In the reporting year 24/25, none of our subsidiaries were social housing providers and therefore we have not included any complaints related to these subsidiaries within our report.

Further to a review at the Look Ahead Board meetings held on 26th June 2025 and the 25th September 2025 respectively, we can confirm that all documents required for the submission have been reviewed and all Board members are satisfied that the Housing Ombudsman Complaint Handling Code is being adhered to. We note that we did not fully meet the Ombudsman's requirements for acknowledging complaints within 5 days or responding to all Stage 1 complaints within 10 working days. As a Board, we recognise that as a Care and support provider that complaints can be complex and may need additional time (in line with the standard) and taking into account where we have applied extensions, we are pleased that we achieve the response targets. The Board are fully in support of the actions that have been put in place to improve performance within 2025/26.

The Board are also assured that learning from complaints and customer feedback is taken seriously and thematic findings and lessons learnt are set out in our service improvement and operational plans. We were also pleased to see an improvement in the 24/25 TSM complaint satisfaction scores.

Complaints performance is a standard agenda item at our Tenant and Landlord Panel (TaLP), and our customers and the Board Member responsible for Complaints have reviewed the annual submission and are clear that the self-assessment is reflective of Look Ahead's complaint handling practice and is a true reflection of our compliance with the code. The Board also received assurance through our 24/25 internal audit programme.

The Annual Complaints Performance and Service Improvement report provides insights into our handling of complaints, notes trends and highlights areas for improvement. In the coming year, we will monitor the effectiveness of these initiatives and, together with our customers, continue to scrutinise complaints' data and trends. As the governing body, we will continue to oversee performance and progress against the Ombudsman's code, ensuring that resources are available for continuous learning.

Board Chair – Baroness Mary Watkins

Board NED Complaints Lead - Johanna Ellis