

Board response to report

In May 2025, the Board talked about how managers handle complaints from residents.

18 out of every 100 tenants were dissatisfied, which resulted in 2,412 expressions of dissatisfaction. Most complaints were about how fast things get fixed and how well Wythenshawe Community Housing Group communicates. Board members discussed and agreed the importance of learning from complaints and further investment in improving communication with customers.

The Board also acknowledged the progress made in handling complaint and the importance of continuous improvement. There have been 6,352 positive comments during the year.

The Board thanked Dave Nuttall for his work as Member Responsible for Complaints and asked him to continue in the role next year.

The Board agreed to share the Annual Complaints and Service Improvement report and self-assessment with tenants and send it to the Housing Ombudsman.