

Futures Housing Group Complaint Handling Code self-assessment – Response from Member Responsible for Complaints and Customer Experience Committee Chair on behalf of the Board.

At Futures Housing Group, the Board recognises the important role complaints play in helping us understand where services are not meeting customers' expectations and where improvements are needed. We welcome the increase in complaints reported this year, as it gives us assurance that our complaints process is accessible and well promoted, and provides valuable insight into customers' experiences.

Our Customer Experience Committee is a sub-committee of the Board and includes customers, Board representatives and independent members. The Committee makes sure that Futures Housing Group complies with the Housing Ombudsman's *Complaint Handling Code* as part of a suite of performance management responsibilities.

The Customer Experience Committee reviewed our self-assessment against the code on 28 May 2026. This included scrutinising evidence against all nine sections, namely:

1. Definition of a complaint
2. Exclusions
3. Accessibility and awareness
4. Complaint handling staff
5. The complaint handling process
6. Complaint stages
7. Putting things right
8. Self-assessment, reporting and compliance
9. Scrutiny and oversight: continuous learning and improvement.

The Committee also noted the Housing Ombudsman Service's review of our Complaints Policy and were glad to see their recommendations had been incorporated into the new policy and self-assessment.

Based on this review the Committee is satisfied we currently comply with the Code.

The annual Complaints and Service Improvement report highlights areas we've focused on improving over the last year, which is positive to see, and the Committee were encouraged by the work being done to address communication as the biggest driver of complaints.

Whilst we were disappointed by the findings of severe maladministration issued by the Housing Ombudsman Service this year, we are supportive of the significant work undertaken to fully understand what went wrong and to act on the learning from these cases.

Looking ahead, the Customer Experience Committee will continue to provide oversight and assurance that we respond to and learn from complaints effectively and Futures remains committed to listening to customers, learning from complaints, and using that insight to improve services and rebuild trust.


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Futures Homeway Limited, Community Benefit Society: 8973, registered provider L4498, exempt charity
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