

As we publish our Annual Complaints and Service Improvement Report for 2025/26, I want to reaffirm our commitment to ensuring that resident feedback remains central to how we improve. At Poplar HARCA, our priority is to listen to residents, respond when things go wrong, and use complaints to embed improvement.

The report highlights some important themes over the past year, including a reduction in Stage 1 complaints alongside an increase in Stage 2 complaints, and the gradual improvement in our stage 2 response in target timeframe. At the same time, we remain focussed on understanding and addressing the root causes of repeat complaints and the issues that continue to drive escalation.

Whilst Ombudsman activity is increasing, reflecting wider sector trends, our maladministration rate is decreasing year on year and resident satisfaction with complaint handling is increasing.

As Lead Board Member for Complaints, and on behalf of the governing body, we remain focused on reducing Stage 2 complaints, particularly where these continue to result in findings of service failure.

The Annual Complaints and Service Improvement Report was considered by our Governing Body in June 2026, and we are satisfied that it provides a fair reflection of complaint handling performance over the year, the lessons learned from complaints, and the actions being taken in response.

A number of initiatives are already underway in response to what residents are telling us, and we will continue to monitor delivery closely to ensure that as a Board we are assured that learning from complaints leads to meaningful and sustained improvement.

Alongside fellow Board and Committee members, we remain committed to supporting a positive complaint handling culture that is open, accountable and focused on better outcomes for our residents.

Shabana Yousaf, Lead Board Member for Complaints and Chair of the Services Committee