

## **Hamwic Coordinating Committee's response to complaint handling in 2024**

The emergency complaints working group assembled in January 2025 to respond to the handling of complaints across Hamwic Housing Co-operative. This group is made up of two members of the governing body of Hamwic.

The group noted the positive improvements that have been seen in the Co-operative in the last year, and the good feeling between members. It was noted that all members are part of the governing body and can be classed as both tenants and landlords. Hence, the group thanked all for their efforts and time over the past year.

The group thought that clear lines of communication are in place between tenants and the working groups, evidenced by the large numbers of service and repair requests which are received and actioned, high and increasing attendance at General and Co-ordinating Committee meetings, and regular email and in-person contact with tenants. This, therefore, alleviated concern about tenants not being able to complain.

The group highlighted that the report paints a positive picture. Future efforts will go to shortening the complaints policy to aid accessibility and clarifying some duplications.