

Board Response

ISHA annual complaints performance and service improvement report

We as the Board are satisfied that ISHA remains compliant with the Housing Ombudsman Complaint Handling Code and has maintained a resilient complaints service despite a significant increase in complaint volumes.

There have been notable improvements in reporting and analysis with a promising small uplift in resident satisfaction, which we hope will continue. This progress should continue with the recruitment of a permanent complaints team. We recognise that too many residents continue to complain about communication, unresolved issues and repairs. We expect to see tangible evidence during 2026-27 that complaint insight is driving service improvement, reducing repeat failures and improving the overall resident experience.

ISHA remains committed to improving and learning from complaints and recognises the significant work by the team to maintain the service through a challenging year

Gemma Colby

Member Responsible for Complaints, September 2026