

Summary Complaint Minutes of the Board of Broadland Housing Association held on Tuesday 19 May 2026

The Board considered the Annual Complaints Performance and Service Improvement Report and welcomed the increased focus on organisational learning and service improvement. The Board discussed the effectiveness of current complaint handling arrangements, noting the challenges presented by increasing complaint volumes, complexity and associated costs.

The Board welcomed the proposed improvements to complaints processes and policies and sought assurance that revised arrangements would be subject to appropriate legal review before implementation. The Board was satisfied that action is being taken to strengthen complaint handling and support compliance with the Housing Ombudsman's Complaint Handling Code.