

Statement from the Chair of the Governing Body

As Chair of Amplius Board, I can confirm that the Board reviewed our annual Complaint Performance and Service Improvement Report for 2025–26 together with the self-assessment against the Housing Ombudsman's Complaint Handling Code. On behalf of the Board, I am pleased to provide this statement in response to that report, which gives us assurance on complaint handling performance, compliance with the Code, and the organisation's ongoing programme of learning and service improvement.

During 2025–26, the Board has seen clear improvement in complaint handling performance. Compliance with Complaint Handling Code timescales has strengthened significantly, with over 99% of complaints responded to within the required timeframe at both Stage 1 and Stage 2. This demonstrates stronger operational control, greater accountability, and a more reliable service for customers when things go wrong.

This progress has been supported by stronger oversight, clearer processes, and better use of complaints as a source of learning. I also welcome the contribution of the customer-led Complaints Working Group, whose insight and challenge have helped ensure that service improvements are informed by real customer experience.

The Board is clear that complaints should drive meaningful and lasting change. The report evidences a continued focus on identifying root causes, embedding learning across service areas, and improving the quality, fairness, and clarity of complaint responses. Regular reporting on performance, trends, and Housing Ombudsman outcomes gives us confidence that areas for further improvement are being identified and addressed through clear action planning.

Overall, I am reassured by the progress made during 2025–26 and confident that Amplius is moving in the right direction. The Board will continue to oversee complaint handling closely to maintain compliance with the Housing Ombudsman's Complaint Handling Code and to ensure that learning from complaints continues to drive service improvement and better outcomes for residents.

Emma Killick

Chair of Amplius Board