

Statement on

Complaints Performance, Learning and Complaint Handling Code Compliance 2025/26

At Aster, we recognise the important role that complaints play in helping us understand our customers' experiences and improve the services we provide. We are committed to treating complaints as valuable feedback and using the learning gained to drive continuous improvement across our organisation.

The Board and Customer Voice Committee maintain oversight of complaints performance, complaint handling standards and organisational learning. During 2025/26, we continued to strengthen our approach to complaint handling, ensuring compliance with the Housing Ombudsman's Complaint Handling Code and reinforcing our culture of listening, learning and accountability.

The Customer Voice Committee reviewed Aster's Annual Complaints and Learning Report and Complaint Handling Code Self-Assessment on 21 July 2026 before publication. The Committee received assurance that complaints performance, themes, learning and compliance are being appropriately monitored and reported in line with the requirements of the Housing Ombudsman.

Throughout the year, complaint volumes increased, reflecting both improved accessibility of our complaints process and a greater willingness among customers to provide feedback. Despite increased demand, Aster achieved 93.8% compliance with Housing Ombudsman complaint response timescales. Additionally, our maladministration rate reduced from 50% in 2024/25 to 37.5% in 2025/26, demonstrating progress in the quality and effectiveness of our complaint handling.

The Committee noted evidence of a more inclusive and customer focused approach to complaint handling, supported by robust governance arrangements, quality assurance processes and regular performance oversight. The self-assessment identified one area requiring further development, specifically strengthening evidence that complaint handling responsibilities and monitoring are reflected within colleague performance objectives. Aster has already taken action through the introduction of a new performance management platform, which will support the embedding of these expectations across the organisation.

The Board and Customer Voice Committee remain committed to ensuring that complaints continue to influence strategic decision making, service improvement and customer outcomes. We will continue to scrutinise performance, monitor learning actions and hold the organisation to account for delivering fair, effective and timely complaint resolution.

On behalf of the Governing Body, we are pleased to confirm that we have reviewed the Annual Complaints and Learning Report and the Complaint Handling Code Self-Assessment and are satisfied that they provide an accurate reflection of Aster's complaints performance, learning activity and compliance position during 2025/26.