



Finsbury Park Housing Co-operative

FPHC Management Response to Complaint's Self-Assessment, 2026

The management committee acknowledges the completion of the self-assessment report for the period ending April 2026. The exercise reflects our work to improve our complaints processes in line with the Housing Ombudsman's Complaint Handling Code.

Summary of Key Findings

We were pleased to note the following key findings from the self-assessment.

Compliance: Our complaint handling processes are compliant with the Housing Ombudsman's Code.

Review: We are pleased that our complaints policies are subject to annual review to meet our growing understanding of the Complaint Handling Code.

Frequency: We are a very small housing provider. As such we are pleased to receive a low number of complaints.

Communication: With over 20% of FPHC members attending management meetings where any tenant can speak their mind, we are pleased that most problems can be resolved through communication.

Participation: As with everyone involved in management of FPHC during this period, everyone is a volunteer, including our Complaints Team.

Feedback

FPHC commends the Complaints Team for its dedication to this difficult task. Their commitment to regular annual improvements to the process and dedication to building a discreet service is commendable.

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We have identified some areas for further improvements.

- As we are quite small it makes it difficult within our process to create objective panels to investigate complaints, this has sometimes slowed things down. We have now resolved this

by working with a management agency which can take on complaints work when our core team feels a complaint is outside their remit for some reason.

- In our previous report we identified some questions concerning authority. At that time, we explained the complaints team operates *independently of*, but *reporting to*, our management committee, maintaining a high degree of discretion to protect privacy. This continues to be the case when we outsource complaints work to our external provider, a move which also enhances neutrality in the overall approach.

Actions and Commitments

We continue on the following path:

- We now have external management services to improve overall service delivery.
- We continue to commit to regular annual review and improvement to the policy.

Continuous improvement

We are committed to annual review and improvement to these processes to maintain compliance with the standards.

We are grateful for the work of our Complaints team.

Jonny Evans
Chair, FPHC