



Annual Complaints Performance and Service Improvement Report

2025/26





A message from the Acis Board and the Member Responsible for Complaints

At our meeting on 27th July 2026, we considered a report on the Housing Ombudsman Complaint Handling Code (the Code) and, after scrutiny and challenge, approved:

1. The self-assessment as providing assurance that the approach to complaints management is in line with the requirements of the Code, with no risks being identified. It can be viewed here:
<https://www.acisgroup.co.uk/workspace/pdfs/hochc-self-assessment-202526.pdf>
2. This report as providing a true and accurate reflection of Acis' complaints management performance for 2025/26.

Complaints management performance

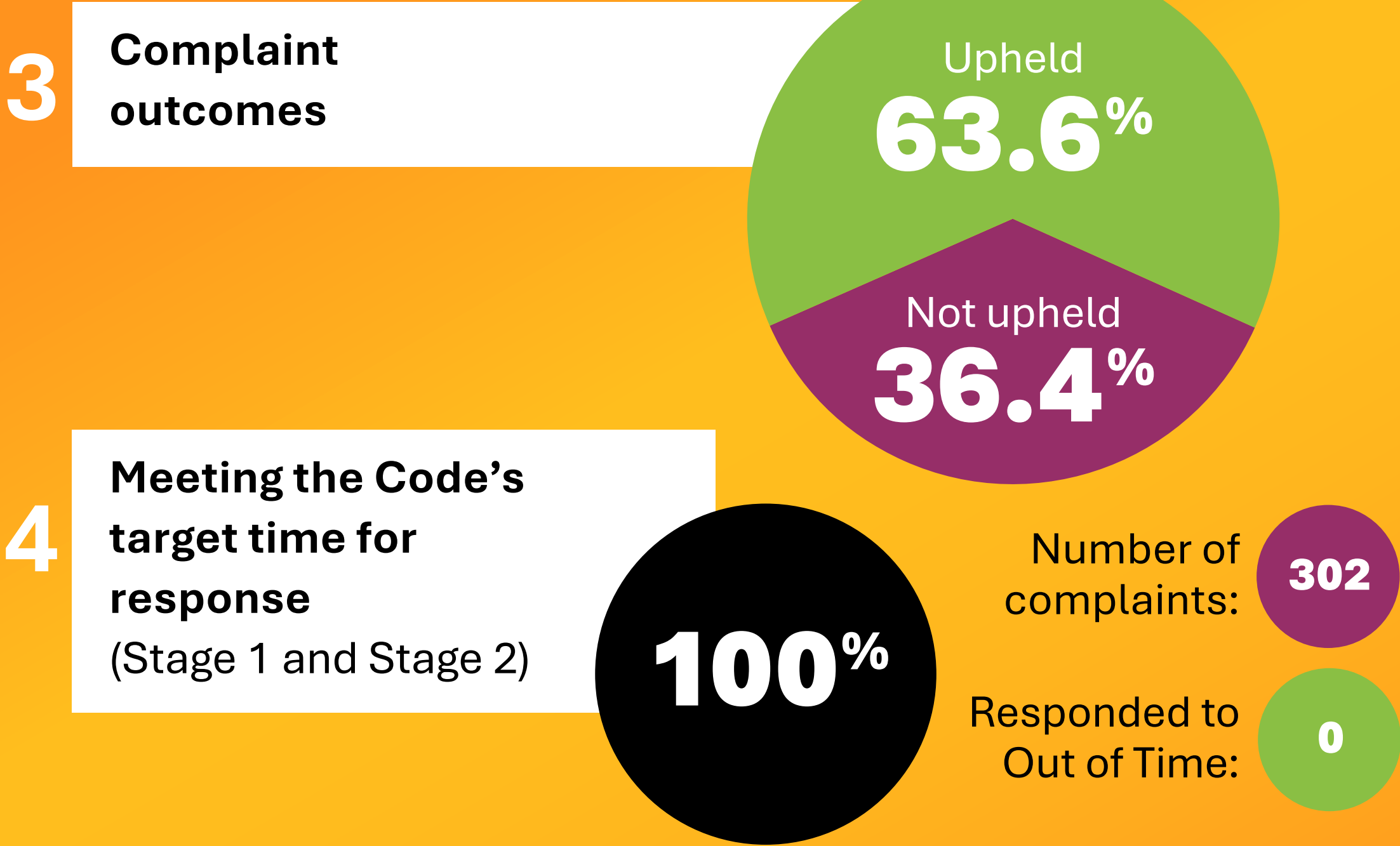
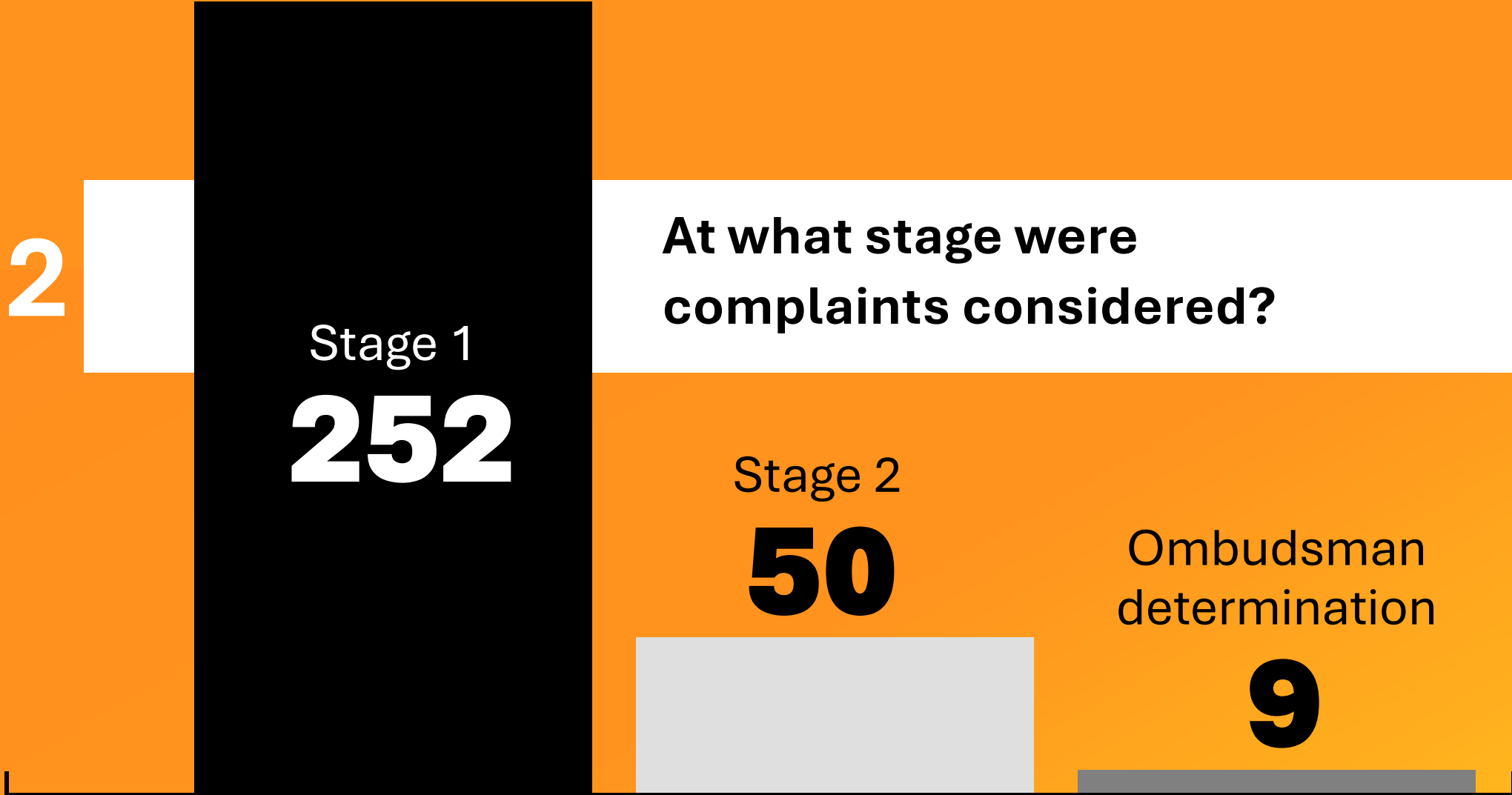
This section of the report includes both quantitative and qualitative content.

Our Customer Feedback Policy confirms matters that we do not consider to be a complaint but otherwise, we did not refuse to accept any complaints received.

1 What were complaints about?

- 85 **Property related** (Damp and mould, major works, drains, fencing, roofing)
- 8 **Customer Service Centre**
- 9 **New build/shared ownership**
- 6 **Service charges**
- 20 **Rent payment issues**
- 1 **Boundary/land disputes**
- 60 **Tenancy management**
- 5 **Out of Hours** (Service received from our call handling provider)
- 81 **Repairs**
- 27 **Handling of Anti-Social Behaviour (ASB)**

302 TOTAL



Learning from complaints

Service improvements made as a result of the learning from complaints:

Calculation of recharge costs against the life of the kitchen/bathroom

We have updated our process for calculating recharge costs so that the age and remaining lifespan of elements such as a kitchen or bathroom is taken into account.

Safer Communities (ASB)

We have reviewed and updated our communication and correspondence so that, in the first instance, clear expectations are set about what actions can and cannot be taken in relation to ASB cases, including timescales.

Fencing and boundaries

We have updated our website and related information to provide clearer and more transparent guidance on fencing and boundary responsibilities.

Pests

We have updated our pest control processes to ensure each issue is assessed promptly and according to the Housing Ombudsman pest guidance.

Dealing with leaks

We have reviewed and updated our approach to diagnosing and managing leaks. Improvements have been made to inspection, escalation and case oversight processes to help reduce repeat issues and improve repair outcomes.

Work of contractors

We have continued to review the work of external contractors and have strengthened quality checks to ensure standards are met. Contractor information packs have been issued to reinforce expectations around conduct and workmanship, and we continue to work closely with contractors while keeping these arrangements under review.

Vulnerability

We have provided training and support for staff to help them better identify vulnerability, build understanding and empathy, and provide more effective and appropriate support to tenants.

Awaab's Law (damp and mould)

We have reviewed and updated our damp and mould processes and procedures. Improvements have been made to strengthen our response to damp and mould concerns, informed by legislation, customer feedback and lessons learned through complaint handling.

Cases investigated and determinations made by the Housing Ombudsman

In 2025/26, the Housing Ombudsman issued nine determinations relating to complaints made by our customers.

Across these nine determinations, there were a total of 17 individual findings, as shown opposite.

The Housing Ombudsman made no:

- findings of non-compliance with the Code by us
- annual reports about our performance.
- other reports or publications in relation to the work of Acis.

Reasonable redress

2

“Reasonable redress” means a landlord acknowledged maladministration before an investigation and took steps or offered compensation to fix it.

Service failure

5

The service fell below expected standards, but the issue was less serious than maladministration.

Severe maladministration

0

Serious failures with major impact, such as significant harm, ongoing health risks, or lack of care for vulnerable customers.

Maladministration

6

We did not follow policies or obligations, causing a negative impact on the customer.

No maladministration

4

We acted correctly and in line with policies and obligations.

Please give us your feedback

**We are keen to hear
your feedback on how
your complaint was handled.**

To do this, please complete the text survey that we
will send following the closure of your complaint, or
contact us by telephone:



0800 027 2057

We welcome all feedback as it helps us to understand
where we can make improvements.



Acis Group

Acis Group is a dynamic charity that helps communities thrive and people flourish through quality, affordable homes and student accommodation; education and training services; and employment and wellbeing services.

We operate across Lincolnshire, Nottinghamshire, Derbyshire and South Yorkshire, a broad footprint which enables us to support communities across both rural and urban areas.

Our vision is simple: to be there to support people when they need us.

We do this by putting people first. Whether you are a tenant, student, learner, partner or colleague, we are here to create spaces where you can feel at home, get the support you need and experience the quality you deserve.



Web: [acisgroup.co.uk](https://www.acisgroup.co.uk)



Call us: **0800 027 2057**



Email us: info@acisgroup.co.uk



Address: **Acis House
57 Bridge Street
Gainsborough
DN21 1GG**