

SWIFT HOMES

Annual Complaints Performance & Service Improvement Report

Reporting period | 1 April 2025 – 31 March 2026

Approved for publication by the Board of Directors

1. Executive overview

Swift Homes Limited has confirmed that it received no complaints during the 2025/26 financial year. There were therefore no Stage 1 or Stage 2 decisions, complaint-related remedies, or complaint-driven service improvements to report.

Swift Homes operated a complaints-handling process during 2025/26. With no complaints received, no complaint casework arose against which to measure response times or outcomes. Following the reporting period, the complaints policy and associated recording, response and governance arrangements were reviewed and strengthened.

2. Complaints performance

Measure	2025/26
Complaints received	0
Stage 1 complaints	0
Stage 2 complaints	0
Complaints refused / excluded	0 reported
Complaints escalated to the Housing Ombudsman	0 reported
Housing Ombudsman findings / orders	0 reported
Complaint-related service improvements	0 reported

Figures reflect Swift Homes' records and management confirmation for the reporting period. "0 reported" indicates no such matters were reported to management for this period.

3. Themes, outcomes and resident experience

With no recorded complaints, there are no case-level trends, resolution times, upheld rates, compensation payments or outstanding complaint actions to analyse. No conclusion about overall resident satisfaction can reliably be drawn from these figures alone.

4. Housing Ombudsman findings and publications

No Housing Ombudsman findings, orders or complaint-handling failure notices were reported to management for the reporting period. The organisation retains responsibility for reviewing relevant Ombudsman correspondence and responding to any requirements.

5. Service improvement and learning

No service improvements arose from individual complaints in 2025/26 because none were received. Following the reporting period, Swift Homes strengthened its complaints arrangements through:

- Approval and publication of the updated Complaints Policy, effective 15 September 2026, and associated resident guidance.
- Use of a central complaints register and standard acknowledgement and response templates.
- Testing of the website complaints submission process and briefing staff and relevant service partners on complaint referral routes.
- Defined complaints-handling responsibilities, Member Responsible for Complaints oversight and reporting arrangements for the Board of Directors.

6. Code compliance and governance

The Board of Directors has reviewed and approved the Complaint Handling Code self-assessment and governing body response alongside this annual report. The self-assessment describes the arrangements in place and the improvements made after the 2025/26 reporting period. Supporting records are retained for review.

7. Director review and publication

The Board of Directors has reviewed and approved this annual report, the Code self-assessment and the governing body response for publication on the Swift Homes website.

Document owner: Swift Homes Limited • Reporting period: 1 April 2025 – 31 March 2026 • Complaints Policy effective: 15 September 2026