

Governing Body Response to the Annual Complaints Performance and Service Improvement Report

Reporting period: 1 April 2025 – 31 March 2026

Approved by the Board of Directors

Board response

The Board of Directors of Swift Homes Limited has reviewed and approved the Annual Complaints Performance and Service Improvement Report for the financial year ended 31 March 2026 and the accompanying Complaint Handling Code self-assessment.

The annual report records that Swift Homes received no complaints during the reporting period. A complaints-handling process was in place during 2025/26. With no complaints recorded, there are no individual complaint outcomes, handling times or complaint-led remedies to report for that year. The Board recognises that an absence of complaints does not, by itself, demonstrate that a complaints process is accessible or effective.

The Board supports clear information for residents about how to complain, consistent recording and handling of complaints, reasonable adjustments where needed, and oversight of any emerging themes and service improvements.

Following the reporting period, Swift Homes strengthened its complaints arrangements. The updated Complaints Policy took effect on 15 September 2026 and has been approved and published on the Swift Homes website. A central complaints register and response templates are in use; the website complaint form has been tested; and staff and contractors have been briefed on the process. The organisation has confirmed that resident feedback forms explain how to make a complaint.

Swift Homes has designated officers responsible for Stage 1 complaint handling and Stage 2 reviews, with appropriate independence arrangements in place. A Member Responsible for Complaints provides oversight of the complaints process, which is reviewed annually.

The Board will maintain oversight of complaints performance, any learning and remedial actions, and the evidence supporting future annual Code self-assessments. Where gaps or opportunities for improvement are identified, these will be recorded and followed up.

This response distinguishes the 2025/26 complaint figures from improvements implemented after 31 March 2026. It does not suggest that the later arrangements were in place throughout the reporting year.

Publication and governance

The Board of Directors has reviewed and approved this response, the annual complaints report and the self-assessment.