

Cobalt Board's Response to the Housing Ombudsman Code Self-Assessment 2025/26

As the Member Responsible for Complaints, I have overseen Cobalt's compliance with the Housing Ombudsman Complaint Handling Code and can confirm continued full compliance, including 100% adherence to response timescales.

During 2025/26, the organisation has delivered its planned improvements as set out in the previous year, including the implementation of an updated Complaints Policy, introduction of the ActiveH housing management IT system, strengthened cross-service learning, and embedded greater use of Tenant Satisfaction Measures (TSMs). The centralised complaints model is now fully embedded, improving consistency, oversight, and the customer journey.

Complaint volumes reduced by 15% overall, primarily at Stage 1. This has been triangulated against customer contact data and TSMs to provide assurance that the reduction reflects improved service delivery and early resolution, rather than reduced accessibility.

Customer satisfaction with complaint handling has improved from 36.4% to 40.7%, alongside wider improvements across TSM measures, particularly in repairs services.

There has also been a reduction in Housing Ombudsman determinations, indicating stronger early resolution.

While challenges remain, particularly in repairs quality and expectation management, I am assured that Cobalt has strengthened its approach and is using complaints effectively to drive service improvement and better outcomes for customers.

Elaine Johnstone

Board Member Responsible for Complaints (MRC)
Cobalt Housing