



Governing Body's response to the annual report 2025-2026

Goodwin Development Trust

Goodwin Development Trust is committed to providing high-quality services to our residents and addressing concerns effectively and fairly.

Our response to the annual report 2025 demonstrates our commitment to accountability, transparency, and continuous improvement in complaint handling. This response outlines our reflections on the report and key takeaways for the year ahead.

This report reflects complaints received during our financial year, 1st April 2025 – 31st March 2026.

Key Achievements this year

- 1. Compliance with the Housing Ombudsman Complaint Handling Code:**
 - Achieved compliance across all sections, including defining complaints, accessibility, complaint handling processes, and governance oversight.
 - Adopted best practices to ensure complaints are addressed transparently and equitably.
 - Identified the need to strengthen our record keeping so that information is captured consistently, shared more effectively across teams, and available as clear evidence of the actions taken and decisions made.
- 2. Robust Complaint Handling Process:**
 - Maintained a clear two-stage complaint resolution process with specified timelines.
 - Adhered to our policy for all complaints lodged.
- 3. Continuous Learning and Service Improvement:**
 - Used feedback from complaints to identify issues and implement service improvements.

Lessons Learned

While the report highlights achievements, we recognise the need for ongoing improvements in specific areas:

- 1. Complaint handling** - We will continue to train staff in empathetic communication and encourage early, informal resolution wherever appropriate.
- 2. Improved communication and trust**- We recognise that reassurance and clear communication can prevent anxiety and avoid repeated queries or complaints by prioritising safety works and keeping tenants updated throughout, we learned that taking visible, decisive action alongside clear communication is key to maintaining trust with our tenants.
- 3. Record keeping and evidence** - We have identified that improving the consistency and quality of our records will support clearer internal communication, help colleagues access relevant information when needed, and provide stronger evidence of our decision making, actions taken, and learning from complaints.



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4. **Anti-Social Behaviour** – We recognise the impact of ASB on tenants as such we have improved our relationships with local police and ASB officers. We have also updated our complaints policy to reflect our limitations and enforcement powers better to tenants.

We continue to have network meetings with other local housing providers to develop solutions to ASB.

Strategic Priorities for 2026-2027

1. Building Safety and Maintenance

- We will continue to invest in building safety works and continue to ensure compliance.

2. Designing out Crime:

- We will continue to design out crime and ASB when we develop new projects or sessions. Especially where we know there are existing issues.

3. Improving Resident communications

- We will continue to improve our communication methods with our tenants and ensure that they feel empowered and listened to.
- We will continue to record complaints consistently and accurately to ensure compliance with the Housing Ombudsman Complaint Handling Code, support effective oversight, and provide clear evidence of actions taken and learning identified.

Conclusion

This response highlights our commitment to delivering quality services and encouraging trust with our residents. By building on the lessons learned and focusing on strategic improvements, Goodwin Development Trust will continue to enhance its complaint-handling processes and overall service.

Approved by:

Clive Darnell

Co-CEO
Goodwin Development Trust