

EPIC Board response to complaints and service improvements 2025/26

At EPIC, we see every complaint as a chance to listen, learn and improve. Feedback from tenants helps us understand what we are doing well and where we need to do better.

The Board has looked at EPIC's Annual Complaints Performance and Service Improvement Report for 2025/26. It has also reviewed our self-assessment against the Housing Ombudsman's Complaint Handling Code.

The Board is satisfied that EPIC meets the Housing Ombudsman's Complaint Handling Code. The Board is also satisfied that we have the right policies and checks in place to handle complaints fairly and clearly.

The Board has seen that we use learning from complaints to improve our services, update policies and shape how we work with tenants. Tenant feedback helps us make better decisions.

The Board recognises the important role of the Member Responsible for Complaints. This role helps make sure complaints are handled openly, fairly and with a focus on positive outcomes for tenants.

Our approach is based on the **EPIC Connection**. We want tenants to feel listened to, respected and treated with empathy. When things go wrong, we want to put them right and use what we learn to improve.

The Board welcomes the work carried out this year to improve how we handle complaints. This includes updates to EPIC's Complaints Policy and a continued focus on learning and accountability.

The Board will continue to make sure complaints are used to understand tenants' experiences, improve services and build trust with the communities we serve.

The Board has approved the publication of:

- our self-assessment against the Housing Ombudsman Complaint Handling Code;
- the Annual Complaints Performance and Service Improvement Report 2025/26; and
- this Board response.

These documents have been published in line with the Housing Ombudsman's requirements.

Our Annual Report to Tenants for 2025/26 will include an update on complaints. We have also published the self-assessment, a summary of complaints and our service improvement action plan on our website.