



First Wave Housing Ltd
Brent Civic Centre
Engineers Way
Wembley
Middlesex
HA9 0FJ

FWH Complaints Response from Governing Body

Following an annual self-assessment against the Ombudsman's code. First Wave Housing have reviewed all complaints and presented them to the governing body.

Below is feedback received from the Board:

Chair:

"The Board received a report covering complaints performance for 2025-26 at its meeting on 1 October 2026.

The Board recognised the usefulness of complaints in informing directors what residents were experiencing and in identifying areas for improvement. They noted that only one complaint response had not reflected the standard that residents should expect. However, the number of complaints was very small, so it was important to look at them alongside other forms of resident feedback. Since a common theme was of issues not being dealt with in a timely manner, the Board highlighted the need to consider how processes could be strengthened to address this."