

Magenta Living's Board Response to Annual Complaints Performance and Service Improvement Report

Subject: Assurance of Compliance with the Housing Ombudsman's Complaint Handling Code 2025/26.

In accordance with the Housing Ombudsman's Complaint Handling Code 2024, Magenta Living's Board has reviewed the following documents:

- Housing Ombudsman's Complaint Handling Code 2025/26 Self-Assessment for Magenta Living
- Magenta Living's Annual Complaints Performance and Service Improvement Report 2025/26

Upon thorough review, we confirm that the 2025/26 Annual Customer Feedback Report has been subject to appropriate scrutiny and challenge through Magenta Living's governance arrangements.

The Board is also assured that the self-assessment demonstrates Magenta Living's compliance with the Housing Ombudsman's Complaint Handling Code 2024.

This ensures that any complaints received from our customers will be handled in accordance with this Code. The Annual Complaints Performance and Service Improvement Report 2025/26 further demonstrates that Magenta Living complied with the Housing Ombudsman's Complaint Handling Code during this period.

The report was formally reviewed by the Magenta Customer and Communities Committee in September 2026. In addition to consideration of this Annual report, Magenta Customer and Communities Committee receives regular quarterly customer feedback and complaints performance reports, providing ongoing scrutiny of complaint handling performance throughout the year, and assurance that service improvements have been made using data driven complaint root cause analysis.

To provide added assurance, the Member Responsible for Complaints (MRC) has examined and scrutinised both the Complaint Code Self-Assessment and the Annual Performance and Service Improvement Report prior to submission to the Board.

The MRC meets monthly with the Chief Customer Officer to review complaint performance, discuss emerging themes and learning and provide challenge and assurance regarding the effectiveness of complaint handling arrangements.

Collectively, these governance and assurance activities provide confidence that the report presents an accurate, transparent and balanced assessment of Magenta Living's performance in managing complaints, compliments and customer feedback throughout 2025/26.

We will continue to monitor complaint handling performance through our governance arrangements, ensuring that customer feedback remains central to service improvement, accountability and the delivery of high-quality services for customers.

Signed for and on behalf of the Board:



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Ged Lucas
Chair



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Myles Edwards
Senior Independent Director & Member
Responsible for Complaints