Response to Mersea Island Trusts Complaints & Service Improvement Report 2025-2026.

Trustee Statement – Complaint Handling Code Self-Assessment

As the Trustee with responsibility for resident engagement, I am pleased to confirm that the Complaint Handling Code Self-Assessment provides assurance that Mersea Island Trust (MIT) is committed to handling complaints in an open, fair and transparent manner. We recognise complaints as an opportunity to learn, improve our services and reduce the likelihood of similar issues arising in the future.

MIT is committed to delivering high-quality services to our tenants. Regular reviews of complaints at Trustee meetings enable us to challenge our processes and responses, ensuring that appropriate action plans are implemented and monitored. All upheld complaints are scrutinised by the Trustees, together with the resulting learning and service improvement actions. In addition, the Chair of the Trust receives timely updates on any complaints investigated by the Housing Ombudsman, providing assurance that recommendations have been addressed and appropriate action has been taken.

Complaints provide Trustees with valuable insight into the quality of our homes, the performance of our services and the strength of our relationships with tenants. We welcome this feedback and use it to inform our governance and oversight.

The Trustees are encouraged by the positive culture that MIT has developed towards complaint handling. We are committed to learning from every complaint and using those lessons to drive continuous service improvement. Alongside this, we continually review our systems, policies and processes to ensure we deliver high-quality, responsive services and meet the expectations of our tenants.

Jayne Taylor, Trustee Mersea Island Trust