



Complaints Self-Assessment Response from The Board

The Complaint handling Code has been embedded with great success within our Housing Team and organisation during 2023/24. The Code has allowed us to demonstrate compliance whilst offering the best service to our tenant's as possible with a focus on customer satisfaction and first-time resolution.

We have now appointed our first Board Member (who is) Responsible for Complaints. As responsible person, Phil Auton - Housing Operations Manager will pay particular attention to overall complaint numbers, categories, trends, timescales and understand lessons learned.

As a Board, we will receive updates at least every quarter which will also include any determinations and a summary of cases referred to the Housing Ombudsman. Only one of the eight complaints received was not responded to on time, and although this is not ideal, we view this as good performance. To help resolve this, we have embedded a culture within the organisation of first-time resolutions where possible. This will also aid an increase in customer satisfaction and reduce formal complaints, which we continue to encourage via a variety of means, including Tenant Satisfaction Measures, Annual visits and Resident meetings.

The variety of complaints we received provided us with an opportunity to review service delivery and implement learning outcomes as shown in the report. The most notable was an electronic system for handling complaints and arranging customer repairs.

We will always drive to do all we can for tenants who feel they have made a complaint. Only a third said they were satisfied with our services, however only 7 complaints were received from 149 tenants. We cannot be complacent and we look forward to enhancing the customer experience for all of our residents in the coming year.