

Governing Body Response to the Complaints Annual Review 2024 2025

The Board notes the progress made against the Housing Ombudsman Complaints Self-Assessment actions.

It is noted that:

- Complaint resolution rates have improved overall compared to 2022/2023 and 2023/2024. This is reassuring and we look forward to seeing continuing improvement here.
- Our 2023 Tenant Satisfaction survey showed that 85% of the tenants who raised a complaint were satisfied that we listened to their views and acted upon them. This is an improvement from 2021 where the figure stood at 81%.
- However, only 58% of our tenants surveyed in 2023 were satisfied with our approach to complaints handling. The Board is reassured that actions have been taken in the last financial year to improve this performance including complaint workshops delivered to staff, complaint leads identified in each service, and learning from complaints being discussed at monthly managers meetings and monthly team meetings. We look forward to hearing back from our tenants in our 2025 Tenant Satisfaction Survey which is currently underway.
- The Board have had the opportunity to scrutinise the self-assessment against the now statutory Code of Conduct and we are satisfied with the review.
- It is noted that there is one area of partial compliance. The organisation needs to strengthen its process to monitor action completion following complaint investigations. A complaint management database is currently being rolled out which we aim to implement from September 2025.

The Board is committed to monitor progress closely under the scrutiny of the Audit and Risk Committee.

There are no further comments from the Board

June 2025