

Governing Body Response to the  
Complaints Annual Review 2023 2024

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

It is noted that:

- Complaint resolution rates have significantly improved since Q3 2023/2024 and have improved overall compared to 2022/2023. 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 to improve this performance including complaint workshops delivered to staff, complaint leads identified in each service, the organisation complaint lead overseeing complaint management. We look forward to hearing back from our tenants in our 2025 Tenant Satisfaction Survey.
- The Client Services Committee and 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 are six areas of partial compliance. The organisation needs to strengthen its learning culture by better recording learning from individual complaints to inform organisational service improvements. 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**

**Sept 2024**