

## **BOARD RESPONSE TO COMPLAINTS ANNUAL REVIEW 2023/2024**

**Date of Meeting: Out of Cycle – 17<sup>th</sup> February 2024**

### **1. Introduction**

The Board of Trustees has reviewed the Complaints Annual Review for 2023/2024. We acknowledge the efforts undertaken by the complaints department to enhance service delivery and ensure adherence to the Housing Ombudsman Complaint Handling Code.

### **2. Board Observations**

Having considered the information presented within the report, the Board makes the following observations:

- The total number of complaints (11) is relatively low, indicating that residents generally receive satisfactory service.
- The 100% resolution rate at the first point of contact reflects the efficiency of the complaints team and the effectiveness of early intervention measures.
- The enhancements made in service delivery, particularly customer service training and improved repair diagnostics, demonstrate a proactive approach to continuous improvement.
- The introduction of vulnerability checks is a positive step towards safeguarding residents and ensuring equitable complaint resolution.
- The lack of Housing Ombudsman intervention is a positive outcome, indicating compliance with regulatory standards and effective internal resolution mechanisms.

### **3. Board Endorsements**

The Board endorses the following initiatives outlined in the report:

1. Digital Complaint Platform: We support the redevelopment of the website which is to include an online complaints platform to improve accessibility.
2. Ongoing Staff Training: Continued investment in training focused on communication, empathy, and problem-solving will enhance service standards.
3. Resident Engagement: Strengthening communication channels and encouraging feedback through resident meetings and newsletters is vital for maintaining transparency.

### **4. Board Recommendations**

The Board recommends the following additional actions to further strengthen complaints handling and service improvement:

- **Periodic Review of Complaints Policy:** The complaints policy should be reviewed annually to ensure alignment with evolving best practices and regulatory requirements.
- **Stakeholder Collaboration:** Increased engagement with external stakeholders such as local authorities and support agencies to ensure holistic service improvements.

## **5. Approval and Publication**

The Board formally approves the Complaints Annual Review for 2023/2024 and authorises its publication.

We commend the team for their dedication to improving service delivery and sustaining a culture of continuous improvement.