

### **Complaints Self-Assessment Response from The Board**

The Complaint handling Code has been embedded with success within our Housing Team and organisation during 2024/25. 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.

Our Member Responsible for Complaints is Phil Auton, Housing Operations Manager who pays particular attention to overall complaint numbers, categories, trends, timescales and understand lessons learned.

As a Board, we will receive updates at every quarter which will also include any determinations, and a summary of cases referred to the Housing Ombudsman.

It was pleasing to note that the number of formal complaints had dropped significantly in the last year from 8 in 2023/24 to 0 in 2024/25.

Although we received no formal complaints in this year the Team has increased face to face contact with residents which includes a minimum of one annual visit per year this alongside the work surveying Tenant's on Tenant Satisfaction Measures has contributed to the increase of issues being dealt with first time and will be a contributing factor in the decrease.

It is important to note that despite not gaining any learning outcomes as a result of complaints several service improvement measures have been implemented as detailed in the Annual Report as a result of customer feedback.