

Governing Body Statement: Annual Complaints Report 2023-24 & Housing Ombudsman Annual Self-Assessment 2024-25

We noted the increased focus on complaints and the plans to ensure:

- we have a positive complaint handling culture,
- complaints continue to be closely scrutinised,
- we can see how that we are listening to our customers,
- we can see how learning from complaints demonstrates to our customers that they are being heard and service improvements are taking place.

The Board member responsible for complaints has scrutinised the self-assessment and discussed it in full with the senior executive lead and complaints team to ensure it reflects the true performance. The new Neighbourhood Model that was introduced in May 2024, will support a more customer focused approach. The new complaints team will be developing and embedding new ways of working and will provide more training and support to the complaint handlers across the business. There will be more quality complaint reviews and learning, with customer feedback shared to help improve services further.

Over the next year, Board will want assurance about the positive complaints handling culture, to show that we:

- have effective complaints handling that is managed well and shows good performance,
- have ways to challenge data and the information presented to us,
- have evidence to show how we listen to our customers,
- have examples of how change happens as a result of learning.

Jess Page

Jess Page, signed on behalf of the Honeycomb Group Board.