



## Governing Body Response

The Board received formal reports on complaints and the resulting service improvements at their meeting on 31 January 2024 (covering the 2023 calendar year) and then at their meeting on 15 May 2024 (covering the financial year to 31 March 2024). This aligns the complaints reporting with the requirements of the Housing Ombudsman. Throughout the year the Board also received the minutes from meetings of the Customer Liaison Committee, chaired by the Member Responsible for Complaints, where customers discuss the complaints received and the action taken by the Association. Board members are therefore able to raise any questions or concerns about complaints and their resolution throughout the year.

The Board have reviewed the Annual performance 2024 statement and the self-assessment return to the Housing Ombudsman. In response:

*“The Board of Harrogate Housing Association encourages and values all the feedback it receives from customers on the delivery of its services. It is encouraged that complaints are being used as a learning opportunity to put things right and that we work closely with our customers to understand how to get better at what we do in line with the Complaints Handling Code. The reporting to Board shows the majority of our complaints have been resolved at the first stage and there are no underlying themes. It was noted that a Review stage complaint has resulted in a service improvement that has benefitted all customers. There remains some work to do on staff training including managing their approach to customer complaints and improving their communication with customers. This will be achieved through regular review and training for staff. The number of complaints is such that a dedicated complaints staff member or team to solely manage complaints is not value for money but the senior member of the team has this experience and they are imparting it to their team. The Board will support staff to be able to learn, develop and improve on our management of complaints, seeing this from the customers’ viewpoint. Our performance is encouraging but we must not be complacent as we continue to meet the challenges ahead of us. The Board is assured that the organisations approach to handling customer complaints is robust and meets the requirements set out in the Housing Ombudsman’s Complaint Handling Code and that the self-assessment against the Complaints Handling Code is a true reflection of complaints handling at HHA.”*