



## Governing Body Response 2025

The Board received formal reports on complaints and the resulting service improvements at their meeting on 14 May 2025 (covering the financial year to 31 March 2025). 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 considered the Annual Review of Complaints 2024/2025 and reviewed 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 that we continue to move things forward with complaints and demonstrate a commitment to getting better. The increased levels of service requests show staff are empowered to act swiftly and take responsibility to resolve issues robustly for customers and to their satisfaction. Staff remain committed to improving how they deal with and manage complaints and have committed to training on how they can better manage situations. Internal training on complaints and Housing Huddles with staff provide an opportunity to discuss and improve their complaint management and these are reviewed at 121s with staff. This has in turn reduced the number of formal complaints that have progressed through the policy. Due to the number of complaints 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 are pleased that things are being highlighted and prompt and effective action is taken. The Board 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 the Association."*