

Prestwich and North Western Housing Association's response to the Annual Performance Report on Complaints 2023/24.

The Board welcomed the annual performance report and acknowledged that the association had work in the early part of 2023/24 to address deficiencies noted by the Housing Ombudsman in relation to the Complaints Policy that existed at that time and the lack of a self-assessment.

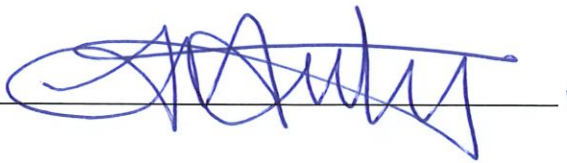
The Board approved a revised complaints policy and made slight amendments to the wording in relation to which officers would investigate a complaint to give, what is a small team, some flexibility and asked for the addition of the Finance officer into this section.

The Board noted the low level of complaints in the year and the learning that had taken place, especially in terms of adopting a more flexible approach to repairs where activating a warranty response could lead to delays.

The Board approved the annual self-assessment against the Complaints Handling Code with the addition of the Member Responsible for Complaints being listed as quality control for template letters when the CEO may not be available.

The Board appointed Sarah-Jayne Smith as their Member Responsible for Complaints (MRC). This appointment will be reviewed in 12 months' time. The MRC would work with the CEO to ensure the policy was being properly applied, that learning was taking place and to provide assurance to the board in relation to the business's approach to handling complaints.

Signed _____

A handwritten signature in blue ink, appearing to be 'Sarah-Jayne Smith', written over a horizontal line.

Chair of Prestwich and North Western Housing Association