

SLH Board response to the 2024/25 complaints annual report

The Housing Ombudsman introduced the complaints handling code that became statutory from the 1 April 2024. We have completed a self-assessment against the code that has been submitted to the Housing Ombudsman. [This is available here.](#)

The SLH Board are pleased to confirm that SLH is compliant with the code.

The focus on strengthening customer insight at board level has continued to be a key focus throughout 2024/25 and the board are pleased to see the improvements that have been made as a result of feedback. This will continue to remain an area of focus during 2025/26.

Our board member that is responsible for complaints (MRC), receives regular updates in relation to customer feedback, including complaints. Furthermore, where possible, a board member attends and chairs all stage 2 complaint review panel meetings. This ensures members are kept informed of complaints that are escalated to stage 2 and are often referred to, during board meetings.

Our customer services committee also receives quarterly customer feedback updates. Members of this committee, who are our tenants, provide feedback from a tenant's perspective. This supports us when identifying improvements that we need to make.

At our board meeting in May 2025, we agreed SLH's objectives for 2025/26 and specific customer feedback objectives have been set in conjunction with the people (residents) strategy:

- (1) Improve the complaint handling culture by having a collaborative approach towards resolving complaints and ensuring that lessons are learned from customer feedback that has a positive and measurable impact on services for tenants.
- (2) To increase the number of engaged tenants that feed into service delivery and improvement.

We will receive bi-annual updates at board meetings, in terms of progress against these objectives. [You can read more about how we intend to meet these objectives here.](#)

We will continue to promote our customer feedback policy throughout 2025/26 with all stakeholders to support our culture of receiving and learning from complaints and dissatisfaction. Some of the ways we will do this include:

- Customer feedback to form part of relevant team meetings to embed the learning
- Regular organisation-wide communication of learnings and the actions that have been put in place
- Internal stakeholders - "let's talk about sessions", updates in the fortnightly executive leadership team briefings, and
- External stakeholders - updates in the bulletin magazine to tenants, social media and on the customer feedback page on the SLH website.