

The Housing Ombudsman introduced a complaints handling code that became statutory from the 1 April 2024. We have been working to update our policies and processes to ensure we meet the requirements in the code and to ensure we continue to improve the services we provide to our tenants. This work has been carried out with tenants via our customer services committee and scrutiny panel.

We have completed a self-assessment against the code that has been submitted to the Housing Ombudsman. [This is available here](#).

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

The focus on strengthening customer insight at board level has remained a key focus throughout 2023/24 and this will continue to remain an area of focus during 2024/25. In response to learning from complaints received during 2023/24, we are creating a 'one stop shop' for customers to contact us so that all their enquiries can be dealt with in one contact, removing the need to transfer customer contacts and calls between a separate repairs contact centre and SLH.

During 2023/24, we appointed a board member that is responsible for complaints (MRC). The MRC receives regular updates in relation to customer feedback, including complaints. Furthermore, 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.

At our board meeting in May 2024, we agreed SLH's objectives for 2024/25 and specific customer feedback objectives have been set in conjunction with the people (residents) and pound strategies:

- (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) Improve oversight of complaint handling across the SLH and Avela Home Service and make sure that lessons are learned from customer feedback that has a positive and measurable impact on services for tenants.

We will receive bi-annual updates at board meetings, in terms of progress against these objectives.

We have updated our customer feedback reports that are presented to the customer services committee and board, so that they are focused on learning and embedding changes to improve our services.

We will continue to promote our customer feedback policy throughout 2024/25 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.