

Midland Heart Board response to Complaints Annual Report June 2024

As the governing body for Midland Heart we are committed to the highest standards in service delivery and understand the importance of treating our tenants fairly and with respect. We also understand that sometimes we will make mistakes when delivering services and this means we must have a positive complaint handling culture in place to put things right quickly. Importantly we need to ensure we learn from our mistakes.

We have reviewed our self-assessment against the Complaints Handling Code and the first publication of our Complaints Annual Performance and Service Improvement Report. We are pleased to note that the self-assessment process was undertaken in collaboration with our tenants. This has allowed us as a Board to be able to review performance from a point of compliance with the Ombudsman's expectations and to see how our performance aligns to the needs of our tenants.

Having subjected our approach to complaint handling to scrutiny and challenge we are satisfied that we comply with the code. We also recognise and fully support the improvements to our policy that have been made because of the new statutory code and welcome the increased transparency and accessibility of our approach to complaints that this brings.

As a Board we have appointed a Member Responsible for Complaints and we receive monthly performance information to review how well the organisation is handling complaints. We also receive more detailed reports that explain to the Board what we have learnt from our complaints and what we are doing to improve what we do. This includes any learning and feedback from Housing Ombudsman findings. We also consider broader learning from others through the Housing Ombudsman Spotlight reports.

Our performance report has highlighted a number of learning points we have taken from this feedback, including the need to ensure we track and monitor our repairs effectively and that we communicate well with our tenants. Effective complaints handling is so important we have invested in more people to manage complaints and ensure our tenants get their concerns resolved quickly.

To ensure the Board is satisfied we have an effective complaint management process and we take a positive approach to learning we have sought assurance in a number of ways. This has included:

- An internal audit of our complaint handling
- External accreditation to meet the Customer Service Excellence framework
- A programme of continuous audit of compliance with our complaints policy and the delivery of remedial actions coming from complaints.

We look forward to reviewing the impact of the learning from complaints over the coming year.