

Governing Body Statement on Complaints Handling Performance



ASH SHAHADA
HOUSING ASSOCIATION LIMITED

Zohara Palmer – Manager Responsible for Complaints
Ibrahim Sadicovic – Board Member Responsible for Complaints

Ash-Shahada Housing Association

Our 2023/24 Complaint Handling Code Self-Assessment evidences Ash-Shahada's compliance against the Housing Ombudsman's expectations. Our report sets out practical actions and the progress we are making to address the causes of residents' dissatisfaction and improve our complaint handling.

The material and the accompanying report have been gathered and scrutinised by staff, the executive team and the Board. We have included insights drawn from team performance metrics, complaint experiences and the Housing Ombudsman's own investigations and judgements.

As tenant board member and Chair of the Tenant Influence and Co-Creation (TICC) Forum, I am uniquely positioned to be the Member Responsible for Complaints from the Board. I have actively participated in numerous discussions, gaining firsthand insights from residents through the TICC Forum and staff about the challenges they face, and the effective solutions implemented. The TICC Forum serves as an open forum for discussion for tenants to give feedback and influence decisions.

Complaints performance acts as a key indicator of tenant satisfaction, the effectiveness of our service delivery, our readiness for the new consumer standards and the TSM performance measurement regime.

This year marks the first time we have compiled the Annual Complaints Performance and Service Improvement Report. The documents capture our candid understanding of the current situation, highlight the actions we have already taken, outline the improvement activities we have initiated, and express our aspirations for future efforts.

Complaints naturally provide a negative perspective on performance, but it's important to balance this with the positive experiences of the majority of satisfied residents. This was reflected in our 22/23 Tenant Perception Survey with several positive results. It is positive to note that complaints have not resulted in any determinations from the Housing Ombudsman. The following positive steps have been taken in the year:

- Implementation of the Customer Service Strategy to put tenants at the heart of everything that we do.
- Implementation of the Digital Transformation Strategy to ensure that systems and processes are in place to support the right information being recorded and updated as well as to allow better communication with tenants. This includes:
 - o An improved housing management system.
 - o A new tenant portal system which will be beta tested with the Tenant Influence and Co-Creation Forum before full roll out to tenants.
- An internal steering committee to cover various updates including covering complaints updates.
- Regular training through the Housing Ombudsman on complaints handling and sharing of reports issued.
- The board agreed to a restructure of staffing to include:
 - o New director level staff.
 - o Reorganising the housing staff to cluster representatives
- The Board has agreed to additional formal training for staff and board members to ensure they have the right knowledge to make decisions for tenants.

Looking ahead to next year, we anticipate seeing the positive impact of an updated Complaints policy for clarity to both staff and tenants. We are already planning to engage with residents' for their suggestions, and continue to improve our service delivery through the TICC Forum. We have also been recruiting board additional board members to support our service delivery changes and new strategies as well as enhancing scrutiny and oversight.

Ibrahim Sadicovic

Board Member Responsible for Complaints

Tenant Board Member

Chair Tenant Influence and Co-Creation (TICC) Forum

Ash-Shahada Housing Association