



(T)enants (H)omes (R)espect (I)nnovation (V)alue (E)xcellence

KCHA is dedicated to making sure our tenants thrive and positively influence the communities in which they live.

Governing bodies response to The Annual Complaints Performance and Service Improvement

The Board is pleased with the new approach towards handling complaints, ensuring tenants are treated justly and fairly. We are keen to learn from the feedback our residents provide and strive to make improvements in service delivery.

The Annual Complaints Performance and Service Improvement Report was presented to the Board covering the period 1 April 2023 to 31 March 2024. The report also referenced changes made to the complaint's policy following Kingston Church's Self-Assessment to the Housing Ombudsman Service (HOS) Complaint Handling Code.

The Board recognised the excellent approach delivered by staff, managing and resolving complaints fostering a culture to "Put Things Right" in line with the Housing Ombudsman's expectations. The Board acknowledged four complaints were received during the period. All complaints were responded to within the expected timescales with two complaints being escalated and resolved at stage two.

The Board is reassured we are learning from the outcome of these complaints and noted the improvements made thus far as outlined in the report. Additional training on the Complaint Handling Code has been delivered to all staff providing further reassurance of compliance.

Many thanks – Martina Brown

(Vice Chair and Member responsible for complaints)

