CWL Housing

Governing Body response to performance in complaints 2024/25

The Housing Ombudsman's new Complaints Code came into effect on 1st April 2024. This has resulted in the Board revising the Association's Complaints Policy and Procedure to ensure it is fully complaint with the Code.

The Board have ensured that training is provided to all staff to ensure that all staff recognise a complaint and deal with it in an appropriate and timely manner and that all necessary documentation is fully completed to ensure we are fully complaint with the Code.

The Board is regularly updated on individual complaints cases that are required to be reported to them. Engagement with customers is a key part of the Board's work. Where appropriate, this will include face to face meetings with customers where service failures have occurred to assure them that the Board are listening.

The Member Responsible for Complaints is the Chairman and he has fully scutinised the Association's self-assessment of the Housing Ombudsman's new Complaints Code which was effective from 1st April 2024 to ensure the information provided is accurate and truly reflects the Association's performance and customer experience. The Board is pleased to report that the Association is complaint with the requirements of the Code and will continue to work to ensure the Association continues to be complaint.

Approved by the Board 29/04/2025