**COMPLAINT SELF-ASSESSMENT STATEMENT BY THE BOARD**

The Board recognises its responsibilities and obligations in relation to complaints, demonstrating adherence to the Consumer Standards, which specifically addresses complaints and sets out the required outcomes for the Association.

The Board ensures that its approach to handling complaints is simple, accessible and publicised. The Association’s Complaints Compliments and Queries Policy sets out:-

* How tenants can make a complaint about the Association
* The procedure for handling complaints and the process
* What tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled

In order to ensure that our approach to handling complaints is simple the Association undertakes the following:-

* The Complaints Compliments and Queries Policy is discussed with new tenants at tenancy sign up meetings and a complaints leaflets is provided
* The complaints process is summarised on scheme notice boards
* The Complaints Compliments and Queries Policy is readily available in designated locations at all schemes (scheme lounges)
* Our approach to complaints is summarised on the Association’s website
* Specific survey questions are incorporated into the Tenant Satisfaction Survey carried out every two years and our Annual service standards survey
* Complaints are also monitored as part of the Association’s performance reporting framework, which is scrutinised by the Board on a quarterly basis
* In addressing complaints, the Association provides regular updates to affected tenants about the progress we have made to resolve a complaint fairly and the next steps we plan to take, with clear timescales.

In accordance with the Association’s Complaints and Compliments Policy, the Board ensures that an annual audit of complaints is carried out. This is to ensure that any policies or procedures that may give rise to a complaint do not have an adverse effect on a particular tenant or service user. The last audit was presented to the Board on the 2nd May 2024

The Board considers relevant requirements of other bodies, including the Housing Ombudsman and specifically their Complaint Handling Code.

Each year the Board carries out a robust self-assessment of its complaints handling in accordance with the Housing Ombudsman complaint handling code. This assessment is scrutinised and approved by the Board for submission to the Housing Ombudsman. The most recent self-assessment was approved by the Board on the 8th May 2025. Therafter the self-assessment document will be submitted to the Housing Ombudsman by the 30th September 2025.

The Association’s Board has appointed a specific Board Member responsible for complaints. The name of this Board member is Michelle Mansfield.