

Solihull Care Housing Association (SCHA)

Governing Body Response to Annual complaints performance and service improvement report 2023-2024

[This Response to be uploaded to SCHA website Sept 2024]

SCHA Annual Complaints Self- Assessment 2023-24 has been presented and reviewed by SCHA board at its Annual General Meeting on 6th September 2024.

SCHA board has offered this response to the self-assessment to provide assurance that the self-assessment is a true reflection of the landlord's complaint handling.

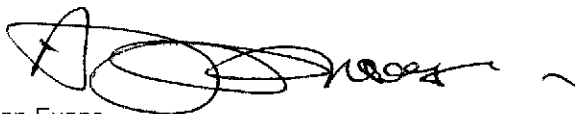
Our Member Responsible for Complaints (MRC) Katie Schofield has been tasked to scrutinise and challenge the self-assessment and examine how any risks (identified as part of the review) have been addressed.

As noted in the attached annual complaints performance and service improvement report, lessons have been learned through the self-assessment process and actions taken as a result. SCHA offers an open and transparent approach to complaint management, with standing agenda items at all resident meetings bringing this facility to the forefront of resident's minds at regular intervals.

SCHA accepts that effective complaint handling is an active exercise and works proactively as a team to ensure we facilitate easy access for all residents to formalise any concerns with the service.

I record this governing body response formally as part of our requirement under the Housing Ombudsman Complaint Handling Code 2024

Signed



Adrian Evans

Chair – SCHA

[Dated 6/9/2024]