



Solihull Care Housing Association Ltd

Governing Body Response to the 2025 Self-Assessment on Complaint Handling – Updated 24 October 2025

The Board of Solihull Care Housing Association (SCHA) has reviewed and approved the 2025 Self-Assessment against the Housing Ombudsman's Complaint Handling Code and confirms it has seen the annual complaints report and improvement plan. We are satisfied that SCHA is fully compliant with the Code and continues to uphold high standards of transparency, fairness, and resident engagement in its complaint handling processes.

We commend the operational team for their commitment to embedding a positive complaints culture and for using complaints as a tool for learning and service improvement. The proactive involvement of the Complaints Lead, the Chief Executive Officer, and the Member Responsible for Complaints (MRC) has ensured robust oversight and accountability.

Future Action Plans:

Enhancement of the Service Request Process

Finalise the development of a dedicated Service Request Log.

Define clear timeframes and communication protocols for service requests.

Collaborate with the Resident Scrutiny Panel to ensure the process is resident-informed and transparent.

Resident Engagement and Accessibility

Continue promoting the complaints process through scheme noticeboards, social media, and resident meetings.

Review and update tenancy starter packs to ensure clarity on complaint procedures.

Explore additional formats (e.g. easy-read versions) to improve accessibility for residents with diverse needs.

Staff Development and Training

Deliver refresher training on complaint handling and Equality, Diversity & Inclusion (EDI) annually.

Governance and Oversight

Ensure the MRC continues to meet regularly with the Complaints Lead to monitor performance and identify emerging risks.

Learning from Sector Best Practice

Continue engaging with the multi-organisational Resident Scrutiny Panel to benchmark and share best practices.

Monitor guidance and publications from the Housing Ombudsman to inform future policy updates.

The Board remains committed to delivering a responsive, inclusive, and accountable complaints service.

Signed on behalf of the Board of Solihull Care Housing Association

Katie Smart

Member Responsible for Complaints (MRC)

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