

## **Yorkshire Housing Board Response to Annual Complaints Report**

Subject: Assurance of Compliance with the Housing Ombudsman's Complaint Handling Code 2024

In accordance with the Housing Ombudsman's Complaint Handling Code 2024, Yorkshire Housing's Board has reviewed the following documents:

- Housing Ombudsman's Complaint Handling Code 2024 Self-Assessment for Yorkshire Housing
- Yorkshire Housing's Annual Complaints Performance and Service Improvement Report 2024/25

Upon thorough review, the Board is assured that the self-assessment demonstrates Yorkshire Housing's compliance with the Housing Ombudsman's Complaint Handling Code 2024. This ensures that any complaints received from our customers will be handled in accordance with this code.

The Annual Complaints Performance and Service Improvement Report 2024/25 further demonstrates that Yorkshire Housing complied with the Housing Ombudsman's Complaint Handling Code during this period. Service improvements have been made using data driven complaint root cause analysis.

To provide added assurance, the Board Lead for Complaints meticulously examined and scrutinised both the Complaint Code Self-Assessment and the Annual Performance and Service Improvement Report prior to submission to the Board. The Board Lead sought evidence and clarification on various points within the self-assessment. This level of challenge and scrutiny provided opportunities for Yorkshire Housing to further improve, expand upon various areas of compliance and strengthening evidence on service improvement activities.

All feedback has been actioned either by incorporating it into the reports or as an agreement to build into ways of working for 2025. The Board Lead is satisfied that relevant processes and procedures are in place and have been introduced to staff through a comprehensive training program. This ensures Yorkshire Housing delivers an approach to complaints that is clear, simple, and accessible, ensuring complaints are dealt with empathetically, quickly, and fairly.

A strong and open relationship has been established between the Board Lead, the recently appointed Senior Operations manager- Complaints, and the Executive Director for Customer Channels. Walk-through calls and regular email exchanges to iteratively improve the reports have provided confidence and assurance to the Board Lead.