

In accordance with the Housing Ombudsman's Complaint Handling Code 2024 Yorkshire Housing's Board has considered 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 2023/24

In reviewing these documents, the Board are assured that the self-assessment demonstrates that Yorkshire Housing is compliant with the Housing Ombudsman's Complaint Handling Code 2024 and that any complaints received from our customers will be handled in accordance with this code. The Annual Complaints Performance and Service Improvement Report 2023/24 also demonstrates that during this period Yorkshire Housing complied with the Housing Ombudsman's Complaint Handling Code and that several service improvements were made following lessons learnt and customer feedback.

To provide added assurance to the Board, the Board Lead for Complaints carefully 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 out evidence and clarification of various points contained within the self-assessment. This level of challenge and scrutiny provided opportunities for Yorkshire Housing to further improve and expand upon various areas of compliance with the self-assessment, particularly the area of complaint data collection and to strengthen the evidence provided on service improvement activities. All feedback has now been actioned either by incorporating into the reports or as an agreement to build into ways of working for 2024. The Board Lead is also satisfied that there are relevant processes and procedures in place and that these have been introduced to staff via a comprehensive staff training program. This will ensure 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 created between the Board Lead and the recently appointed Head of Service for Complaints along with the Executive Director for Customer Experience. Walk through calls and regular email exchanges to iteratively improve the reports provided confidence and assurance to the Board Lead. Going forward throughout 2024, improvements will be made to complaints reporting coupled with further opportunities being created for the Board Lead to provide greater oversight of complaints activity that will serve to further strengthen Board assurance.

Finally, to provide further third line assurance to the Board, we have appointed our Internal Auditors, KPMG to conduct an audit of Complaints Management in 2024/25.