

Governing Body Response

Eden Housing Association's board are committed to ensuring complaints are handled effectively and in a timely manner, as listening and acting upon customer feedback is key to delivering a great customer experience.

At its meeting on 20th May 2025, the board of Eden Housing Association confirmed that it is assured the organisation's approach to handling customer complaints is robust, meets the needs of our tenants and the requirements as set out in the Housing Ombudsman's Complaint Handling Code.

The Board is confident that the self-assessment against the Complaints Handling Code is a true reflection of Eden Housing Association's complaints handling and notes that both the Member Responsible for Complaints (MRC) and the Complaints Panel have reviewed all evidence and are confident that Eden Housing Association can clearly demonstrate how they are meeting each element of the Complaints Handling Code. Additional assurances are provided in the form of quarterly complaints focused reports and the annual Complaints Performance and Improvement Report.

Whilst learning from complaints has already resulted in positive outcomes for our customers, as an organisation we are keen to ensure ongoing assurance through improved performance and service delivery. Our Complaints Performance and Improvement report is key to looking back at what we have implemented from our learning from complaints over the past year but also to focus us on what we need to concentrate on going forward.

As we look ahead to 2025-26, Board (including our MRC and our Complaints Panel) aim to:

- continually promote a positive complaint handling culture by enhancing engagement with operational delivery teams and delving into the themes from complaints as an early warning of ineffective processes
- use the data we hold on our customers to seek assurance that we are reaching out to those customers who may find it difficult to complain or achieve a satisfactory resolution to their complaint
- ensure that when listening to our tenants we are always looking at ways to improve tenant satisfaction with our approach to complaint handling (TSM's- TP09)

As a Board we will continue to have strategic oversight of all complaints processes ensuring the services we provide adapt to any changes which may occur throughout the year.