



**Board Meeting of Tamil Community Housing Association
Monday 9th September 2024
6.30pm**

Report Title	Board Response to the Annual Review of Complaints – 2023/24
Agenda Item	11
Author	Indran Thavendra, Chair of the Board
Report Type	For Decision
Date:	12 th August 2024

2. Purpose of this report

- 1.1 This report records the Board’s response to the the Annual Complaints Handling Review Report for 2023/24 presented to the Board on 5th September.
- 1.2 Members will be aware that TCHA is a member of the Housing Ombudsman Scheme and that one of the requirements of membership is that the Board receive and publish an annual review of complaints and next to this, publish the Board’s response to the report. Both documents should be published on TCHA’s website.

2. Response to the Annual Review of Complaints

2.1 Review of the Complaints Handling Code

Members note the progress made to comply with the Housing Ombudsman’s Complaints Handling Code and that following decisions at it’s meeting of 5th September 2024, TCHA will be fully complaint with the code by the end of September 2024.

2.2 Review of Complaints Handling

Members note that TCHA received seven formal complaints last year. This is in keeping with what we would expect. However, Members noted that TCHA had largely failed to respond to complaints within expected timescales. This is a cause for concern as a complainant will already have experienced some form of service failure which led them to complain in the first place. TCHA’s failure to respond to a complaint in a timely manner further compounds the resident’s

poor experience of the service, leading to dissatisfaction and frustration. In extreme cases there could also be risks to health and wellbeing.

2.3 Members were also concerned to note that record keeping in relation to complaints was not consistent to the point TCHA was unable to accurately confirm when some complaints were responded to. In addition, TCHA has largely failed to learn from mistakes, a crucial part of the complaints process.

2.4 Members noted the spread of complaints reasons and found these to be in keeping with expectations.

2.5 Action Plan and Improvements

Members were pleased to review and approve the comprehensive action plan contained in the Annual Review Report. The Board fully support the points raised in the Action Plan, and through their elected Member Responsible For Complaints, will be carefully monitoring the TCHA's performance in relation to complaints management.

2.6 The Board have given a clear instruction to the new Chief Executive and Senior Management Team that they expect a step change improvement in complaints handling and monitoring, including ensuring lessons are learned, residents are kept informed and timescales are kept to.

2.7 The Board will regularly monitor performance of complaints management through regular reporting to the Operations Sub Committee. The Member Responsible for Complaints will work with the Chief Executive to make sure reporting is accurate and robust, and that TCHA also reports on its performance to residents via its website, reports and newsletters.

3. Approval of Report

3.1 Members are asked to Approve this report for publication on TCHA's website.

4. Conclusion

4.1 Members recognise the importance that effective complaints management has on residents and the services TCHA provides.

4.2 Members recognise the service has performed below expectations during 2023/24 and that action is needed to address this.

4.3 Members fully support the Action Plan contained in the Annual Review and will be monitoring this carefully to see that the planned improvements are delivered.