

STATEMENT FROM OUR BOARD

“Our values are at the heart of everything we do. As a Board, we believe these values go hand in hand with providing a good service to tenants, including when responding to complaints. All tenants have learning disabilities and/ or long-term, ongoing mental health needs.

This places even greater focus on ensuring our tenants’ voices are heard by whatever means possible. Our tenants can experience more barriers in being able to communicate their feelings, so we must always ensure we do all we can to adapt our approach. This includes working with our tenants’ support providers and family members.

Our self-assessment with the Housing Ombudsman Code for 2024-25 shows that we are compliant with the Code. Continuous improvement in our service delivery is always a priority of our Board and organisation.

We now receive complaint handling updates at every Board meeting which has helped us to understand areas for improvement. This is looked at alongside other tenant feedback we receive and we recognise the improvements we have made in increasing the level of feedback we receive, as well as the action generated off the back of that.

We received more complaints in 2024-25 than in previous years. We feel this is the result of the increased awareness we have created around complaints. This is something we will continue to promote as a Board, ensuring all tenants have a voice.”



Iain Sim, Board Chair