

Present

Trustees: Jane Cotton (JC) (Chair), Nicola Grinstead (NG), Alan Victor (AV), Simon Box (SB), Richard Atkinson (OY Chair) (RA).

Staff: Guy Foxell (GF), Michael Howe (MH), Catherine Hook (CH), Shaun O’Sullivan (SoS), Steve Fagin (SF), Tim Roberts (TR), Mahnoor Akram (MA), Lorraine Stocken (LS) (Minutes)

Apologies: None

Agenda Item 6 – Annual Complaints Report

The Head of Housing and Community introduced the report providing a summary of the Housing Ombudsman’s Complaints Handling Code which the Charity had adopted, before presenting the Annual Complaints Summary.

The Complaints summary set out the categories of complaints, as well as those actioned within the timeframe and those that were not and the number of complaints resolved at each stage.

The Committee noted the figures and in particular the low number of complaints reaching stage 3, which indicated that the process was working effectively to address complaints early.

However, they noted that the number of complaints not actioned within the timescale was high and the Director of Housing and Community advised that the annual update to the Complaints Policy would introduce a designated complaints handling officer which would enable better monitoring and resolution of complaints within timescales.

She also advised that management information on complaints would be included in regular KPIs to Board and that the Committee would receive a quarterly update.

The Committee encouraged the Executives to consider how information is reported to Board to ensure that the most important aspects, such as significant failings and lessons learned can be reported on and discussed.

The Committee noted the report.

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