



Annual Complaints Performance and Service Improvement Report

Background

New Foundations believe that tenants are at the heart of our service. Our aim is always to provide an excellent bespoke housing service. We do however, acknowledge that at times, that service can fall short of our standards. It is important to ensure that all our tenants have access to our complaints procedure.

The Social Housing Act 2023 (the Act) empowered the Housing Ombudsman to issue a code of practice about the procedures members of the scheme should have in place for considering complaints. New Foundations Housing Association is a member of the Housing Ombudsman and it is very important that we review our complaints procedure, in line with the Ombudsman's complaint handling code and ensure that our complaints procedure matched that standards set out in the code.

Summary of Complaints received from April 2023 to March 2024

New Foundations received two complaints over the reporting period, these were both resolved at Stage One, following investigation and resolution by the Operations Director, in future this will be the Complaints officer, monitored by the Member Responsible for Complaints, (MRC).

Engagement with Housing Ombudsman

No reason over the reporting period to engage with Housing Ombudsman.

Scrutiny & oversight: continuous learning and development

Following the introduction of the Housing Ombudsman's Complaint handling code, the whole team, including the board of governors have completed new training in line with the code and a new culture has been created to try to stop the negative connotations of the term complaint, driving a culture of positivity, understanding that complaints help to create a better service to our tenants.

Compliance

As of July 2024, New Foundations have updated their Complaints Policy to comply with the new code.

A senior member of the team has been appointed the Complaints Officer.

A member of the board has been appointed MRC.

A self-assessment has been carried out and is published on the website.