



Board response to complaints performance 2024

New Foundations is committed to providing its tenants with the best possible service, recognising that a good landlord understands the importance of repairs. New Foundations vision is to:

- Trust the judgement of its tenants
- Respond quickly
- Undertake repairs at a time and date that suits its tenants' particular needs.

However, we recognise that we don't always get things right.

The board has undergone full training on the Housing Ombudsman complain handling code.

Claire Sedgewick has been successfully nominated as the Member Responsible for Complaints (MRC).

Claire has worked with John Spencer, the nominated complaints officer and after consultation with Bandicoot IT, the housing management software has now been updated to include the new complaints reporting section, which has options for stage 1 and 2. Claire has full access to the housing management software and will review complaints regular, and along with John Spencer, will update and report the Complaints Performance. and Improvement Report at each board meeting. As a Board, it is extremely important for us to receive information about how we are performing, this is why it is essential that the board have full access to all information.

In addition, the board are looking to attend property visits with the housing officer to help gain further access to its tenants.

The Annual Complaints Performance, Service Improvement Report and self-assessment of compliance against the Housing Ombudsman Code of Conduct was reviewed by the Board on

20th August 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).

It was however recognised that following full staff training and the implementation of the new complaints handling and reporting, that the following year is expected to gather more complaints and information, that New Foundations and its board should embrace as allowing more accessibility and reporting will help to gain further feedback from its tenants.

October 2024