



Annual complaints performance and service improvement report

1. No formal complaints were received in the year 2023-24. This likely reflects the small number of our residents (5 households), their positive attitude towards and stake in the organisation and the accessibility of the Partners and focus on early resolution, e.g. for chasing up and keeping residents up to date on scheduled/requested maintenance and sorting out issues on the spot before they impact too much or cause too much disruption – for example when a visitor parked in a resident’s parking space and the resident notified us by text we were able to apologise and get the vehicle moved within minutes, this resolved the matter to the resident’s satisfaction.
2. Caroline has been working through the training provided on the Housing Ombudsman Learning Hub (courses completed at the time of writing: Complaint Handling Code eLearning and Course 1 – Dispute Resolution eLearning.)
3. FWAH’s Complaints Handling Policy has been comprehensively revised to ensure compliance with the Housing Ombudsman Service Complaints Handling Code which came into effect on 1 April 2024. Revision and subsequent communications regarding this, means awareness of complaint options has been reinforced with residents.
4. Our self-assessment submission to the Housing Ombudsman Service is going to be late this year owing to various factors; key deadlines for next year will need to be met.
5. Please read and review the Self-Assessment Report prepared for the Ombudsman Service.
6. Reviewing compliance with the Housing Ombudsman Service Code has led to the drafting and adoption of an Unacceptable Behaviour Policy.
7. The need for a website is now pressing given the requirement to publicise our complaints handling policy and procedures, self-assessment and associated reports.