



Board Response to Housing Ombudsman Self-Assessment for 2023/24

In accordance with the Housing Ombudsman's Complaint Handling Code 2024 Reliance Social Housing Board has considered the following documents:

- Housing Ombudsman's Complaint Handling Code 2024 Self-Assessment
- Quarter 4 Complaints performance Board Report (April 24 – June 24. Presented September 2024)
- End of Year Complaints Report (Presented October 2024)

In reviewing these documents, the Board are assured that the self-assessment demonstrates that Reliance Social Housing is compliant with the Housing Ombudsman's Complaint Handling Code 2024 and that any complaints received from our customers will be handled in accordance with this code. Each quarterly report has provided an opportunity to scrutinize the contemporary data and create an action plan where necessary. The end of year report has given opportunity to the Board and relevant Committees to scrutinize the bigger picture.

To provide added assurance to the Board, the Resident Experience Committee, examined and scrutinised the Complaint Code Self-Assessment and sought out evidence and clarification of various points contained within the self-assessment where it felt necessary. This level of challenge and scrutiny provided opportunities for Reliance to further improve and expand upon various areas of compliance within the self-assessment. All feedback was actioned either by incorporating into the report prior to it being presented to Board or as an agreement to build into ways of working for 2024/25.

The Board is aware that since the self-assessment was completed, a new complaints policy and procedure has been put in place with the new way of reporting to be used in quarter one. Training related to the rollout of this procedure has been delivered and will continue during 24/25 to ensure it is fully embedded and all staff will approach complaints in a clear, simple, empathetic and fairly.

It should also be noted that the Board are assured the new policy and procedure takes into account the recent actions arising from the Housing Ombudsman Determinations received by Reliance.

The Board take this opportunity to highlight their eagerness for progress reports during the year and to see how compliance with the new Consumer Standards and Tenant Satisfaction Measures will strengthen the evidence in next year's self-assessment.