

Board Response to the Housing Ombudsman Self-Assessment and Complaints Performance 2024/25

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 Self-Assessment 2024/25
- Quarterly/Annual complaints performance reports throughout 2024/25 to the Resident Experience Committee and Board
- Updated Complaints Policy aligned with Housing Ombudsman's self-assessment framework

Board Assessment

In reviewing these documents, the Board acknowledges the comprehensive analysis provided of complaints performance for the financial year 2024/25 and notes both the achievements and areas requiring continued focus and improvement.

The Board is pleased to note that there were no Housing Ombudsman Determinations issued in 2024/25.

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.

The Board takes this opportunity to emphasise its commitment to ensuring residents receive high-quality services and that their voices are heard and acted upon. The organisation's continued focus on regulatory compliance, service improvement and resident satisfaction remains a top priority for the Board.

Approved by: Reliance Social Housing Board

Date: September 2025