



## **Governing Body Statement**

In accordance with the new Complaint Handling Code issued by the Housing Ombudsman Service.

## 1. Introduction

As part of Karin Housing Association Housing Association's ongoing commitment to tenant satisfaction and operational transparency, the governing body of Karin Housing Association fully supports the principles set out in the Housing Ombudsman Service's new Complaint Handling Code ('the Code'). This statement outlines our commitment to maintaining a fair, accessible, and effective complaints handling process. We have reviewed and assessed our complaint procedures and practices in light of the Code, ensuring that Karin Housing Association remains compliant and continuously improves its service delivery.

## 2. Commitment to Effective Complaint Handling

Karin's governing body recognises that effective complaint handling is essential to maintaining trust and satisfaction among tenants. Our approach is designed to encourage early resolution of issues before they escalate into formal complaints. This aligns with the Code's emphasis on swift, informal resolution where possible.

### Key Commitments:

- **Accessibility:** We ensure that tenants can easily access the complaints process and understand how to raise issues, whether informally or formally.
- **Early Resolution:** Our primary goal is to resolve most issues at the initial stage through open communication and community engagement, minimising the need for escalation.
- **Timeliness:** Complaints are acknowledged and responded to within the timeframes specified by the Code, with clear updates provided to tenants throughout the process.

## 3. Accountability and Governance

The governing body ensures that Karin Housing Association Housing Association's complaints handling process is subject to regular review and oversight. Staff are

trained to handle complaints effectively, and the process is monitored to ensure compliance with the Code.

- Data Recording and Monitoring: We review complaint data regularly, particularly in relation to repair and maintenance issues, which represent the majority of our complaints. These insights allow us to make informed decisions on service improvements.
- Annual Review: The governing body commits to an annual review of the complaints handling process, ensuring continued compliance with the Code and identifying areas for improvement.

#### 4. Performance and Improvement

Over the past year, our complaint handling performance has been in line with the Code. The data indicates that a high percentage of complaints are resolved informally and at the first stage. Our rapport with the community is a key strength, allowing us to resolve issues swiftly and collaboratively. However, we remain committed to further improving:

- Communication on Repairs: Enhancing communication with tenants about repair timelines to manage expectations more effectively.
- Preventative Action: Increasing routine maintenance checks to proactively address issues before they lead to complaints.
- Mediation Services: Expanding the availability of mediation to resolve tenant disputes.

#### 5. Approval and Accountability

This statement has been reviewed and approved by Karin Housing Association governing body, in accordance with the requirements of the Complaint Handling Code. The organisation remains committed to transparency and responsiveness in handling complaints, with an emphasis on early intervention, ongoing staff training, and continuous improvement.

We look forward to maintaining our strong relationship with tenants and ensuring that our services remain responsive to their needs.

## 6. Conclusion

Karin's Director and board members are committed to ensuring that our complaint handling process not only meets but exceeds the standards set by the Housing Ombudsman's Complaint Handling Code. Through a focus on early resolution, ongoing staff development, and data-driven improvements, we will continue to provide high-quality services to our tenants. The annual review process will allow us to stay agile and responsive to any changes in tenant needs or regulatory requirements.

Person Responsible for the review of this Report:	Zahra Hassan
Date of this review:	May 2024
Date next review is due:	May 2025