



Governing Body Statement

Karin Housing Association Ltd Governing Body Statement complaints handling process ('the Code')

As the Director of Karin Housing Association Ltd, I am pleased to present this statement outlining our commitment to maintaining a fair, accessible, and effective complaints handling process, in line with the Housing Ombudsman Service's Complaint Handling Code ('the Code'). We have reviewed and assessed our complaint procedures and practices to ensure that Karin Housing Association Ltd remains compliant and continues to improve its service delivery.

1. **Commitment to Effective Complaint Handling** at Karin Housing Association Ltd we firmly believe that effective complaint handling is essential to maintaining trust and satisfaction among our tenants. Our approach is focused on encouraging early resolution of issues before they escalate into formal complaints. This aligns with the Code's emphasis on swift, informal resolution wherever possible.

Key Commitments:

- **Accessibility:** Tenants are provided with an easy-to-understand and accessible complaints process, ensuring they know how to raise concerns, whether informally or formally.
 - **Early Resolution:** We aim 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 regular updates provided to tenants throughout the process.
2. **Accountability and Governance** Our governing body ensures that the 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:** Complaint data is reviewed regularly, with a particular focus on repair and maintenance issues, which account for the majority of our complaints. These insights help us make informed decisions to improve services.

- **Annual Review:** We are committed to conducting an annual review of the complaints handling process, ensuring continued compliance with the Code and identifying areas for improvement.
- 3. **Performance and Improvement** Over the past year, our complaint handling performance has aligned with the Code. A high percentage of complaints have been resolved informally and at the first stage, reflecting the strong rapport we maintain with our community. However, we remain committed to further improvements:
 - **Communication on Repairs:** Enhancing communication with tenants about repair timelines to better manage expectations.
 - **Preventative Action:** Increasing routine maintenance checks to proactively address issues before they lead to complaints.
 - **Mediation Services:** Expanding mediation options to resolve tenant disputes more effectively.
- 4. **Approval and Accountability** This statement has been reviewed and approved by the governing body of Karin Housing Association, in accordance with the requirements of the Complaint Handling Code. We remain committed to transparency and responsiveness in handling complaints, prioritising early intervention, ongoing staff training, and continuous improvement.

We will continue working to maintain strong relationships with our tenants and ensuring that our services remain responsive to their needs.

- 5. **Conclusion** we 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. By focusing on early resolution, ongoing staff development, and data-driven improvements, we will consistently provide high-quality services to our tenants. Our annual review process will ensure that we remain agile and responsive to any changes in tenant needs or regulatory requirements.

Signed by: Zahra Hassan

Date: 26/06/2025