

## **ST. PETER'S (SALTLEY) HOUSING ASSOCIATION**

### **GOVERNING BODY RESPONSE TO COMPLAINT SELF ASSESSMENT PRESENTED TO BOARD ON 16 JUNE 2025**

As Trustees, we are pleased that as a business we fully comply with the required Housing Ombudsman self-assessment of the Complaints Code of Guidance. We are also pleased that our staff actively engage with our residents; encourage them to contact and complain to the team in a broad range of ways of our resident's choice and use these as a way of ensuring engagement, transparency, learning and development of the service we provide.

It is also pleasing to see the learning that has helped to shape and continues to shape our evolving service and how all staff share their learning openly with our residents, the Member Responsible for Complaints and Board through various mediums and embrace the need for continuous improvement.

The Member Responsible for Complaints (MRC) is actively involved in ensuring that he represents the tenants and Board, and that each individual complaint is considered and positively managed, that emerging themes are explored, and proportionate actions taken to improve in areas identified for improvement across the business. The MRC attended the MRC Conference in Manchester in 2024, discussed with the Chief Executive and reported back to Board. The MRC is looking to attend this year's conference in Leeds.

We encourage all residents to continue to engage with the staff and Board to ensure that we all strive for the best service possible and for continuous improvement and that complaints are seen as a way of improving the service for our residents.