

# Annual Complaints

April 23 – March 24



## Our Board's response to our report and self-assessment

"Following a thorough review, it is evident that we need to continue to raise the profile of complaint handling, to increase the rate of resolution, to ensure they reflect the live position and to accurately identify areas of improvement to better address our residents' needs.

"Specifically, we must continue to embed our complaint handling processes, ensuring our partner landlords align with the necessary procedures for processing and resolving complaints to deliver positive resident experiences.

"We are committed to enhancing our services so that all residents feel heard and valued. We are continuing to update our policies and steps are being taken to refine our complaint handling to address the underlying issues raised. We appreciate the feedback from our residents and will use it to drive meaningful improvements in our housing services.

"We are assured that there is a focus across the organisation to hear and proactively address customer dissatisfaction. This involves responding individually to each customer and learning from complaint themes to identify and implement service improvements.

"As a board, we are confident in our measures and will continually review complaints to gain insights into residents' experiences and act on identified areas for improvement."

On behalf of Concept Housing Association's Board

**Adrian Bland**  
Chair

