

Governance response

As the governing body for Shropshire Towns and Rural Housing, we have reviewed our self-assessment against the Complaints Handling Code and the first publication of our Complaints Annual Performance and Service Improvement Report. Whilst there is no formal requirement to do so, we are pleased to note that the self-assessment process was undertaken in collaboration with our customer sub-committee. This has allowed us as a Board to review performance from a point of view of compliance with the Ombudsman's expectations and to see how our performance aligns to the expectations of our tenants.

Having subjected our approach to complaint handling to scrutiny and challenge we are confident that we comply with the code. We also recognise and fully support the service improvement plan that has been made because of the new statutory code and welcome the guidance this provides to us to ensure our complaints culture is accessible and transparent.

As a Board we receive regular oversight of the outcomes of complaints, and it is reassuring to see the teams are looking to make the required improvements to ensure our tenants are receiving the expected service and we can learn from tenant feedback to implement change.

We look forward to seeing the impact of this learning throughout the year and continue to support a culture of positive complaint handling across the organisation.

“Listening to our residents, together we create quality homes and vibrant communities”