

## **Board Statement in respect of Complaints Self-Assessment June 2024**

Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about:

- a) the requirement to provide a home that meets the government's Decent Homes Standard;
- b) the registered provider's obligation to comply with health and safety legislation;
- c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular:
  - (i) the right to a home that is fit for human habitation; and
  - (ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and
- d) the rights of disabled tenants to reasonable adjustments.

The following obligations have been set out in the published standards in respect of complaints:

2.5.1 Registered providers must ensure their approach to handling complaints is simple, accessible and publicised.

2.5.2 Registered providers must provide accessible information to tenants about:

- a) how tenants can make a complaint about their registered provider;
- b) the registered provider's complaints policy and complaints handling process;
- c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled; and
- d) the type of complaints received and how they have learnt from complaints to continuously improve services.

The Board has acknowledged the evidence and the outcomes of the self-assessment against the Housing Ombudsman's Complaint Handling Code. The revised version of the Complaints Policy has been approved and uploaded. The outcomes of the report will be included in the Annual Report to Tenants. The self-assessment has been uploaded to the website. The appointment of The Member Responsible in accordance with the new requirement within the Complaint Handling Code 2024 was agreed by Board in May 2024.