

Meeting:	PPHA Board - Extraordinary Board Approval
Board Members:	Josh Rose-Nokes – Chair Natalie Owen – Board Member Jonathan Piper – Board Member Michael Pearson – Board Member Wendy Pretten – Board Member
Title:	Complaints Annual Self-Assessment and Service Improvement Report
Author:	Wendy Pretten
Date:	1st August 2024
Agenda item:	1
Purpose:	Information and approval

1. Purpose

1.1 The purpose of this report is to inform the PPHA Board of the annual self-assessment for complaints, the lessons learnt from complaints and the service improvements that have been implemented.

1.2 The board is asked to note the contents of this report, and as the Governing Body approve the self-assessment and confirm you are happy with the lessons learnt and service improvements implemented.

2. Self Assessment

2.1 In line with the requirements of the Ombudsman's new code of conduct for complaints, we are now required to carry out an annual assessment of all complaints and submit this to the Housing Ombudsman.

2.2 The annual self-assessment has been completed and the returns are now ready to be submitted including the complaints register for 23/24 and an annual assessment which shows the lessons learnt and service improvements which have been implemented.

2.3 The latest versions of the complaints policy and ASB policy are attached should you wish to refer to them.

3. Response from the PPHA Board

3.1 The submissions require a response from the PPHA Board as the Governing Body.

3.2 The board are requested to review the attachments and confirm you are happy with the self-assessment, the lessons learnt from complaints and the service improvements that have been carried out.

4. Board Response

4.1 The Board approved the self-assessment, lessons learnt and service improvements implemented and agreed that these be published on the PPHA Website when it is live, in line with the requirements of the Housing Ombudsman