



## **Housing Ombudsman Complaint Handling Code**

The Board welcomes the publication of the Statutory Complaint Handling Code and is fully committed to Karibu delivering against it.

Our complaints performance demonstrates that we have made significant progress. We believe our complaints service easy to access for all residents. We recognise that every complaint and Ombudsman determination is a learning opportunity. Therefore, additional training has been delivered to complaint handlers to support residents with vulnerabilities, underpinning fair and consistent complaint outcomes and remedies. We have also updated our complaints policy and procedure in line with the Statutory Complaint Handling Code.

There are still further improvements to be made, to ensure we provide a good and highly responsive complaint handling service and remain compliant with the Code, and to ensure our services are meeting the needs of our residents.

Resident feedback is central to how we improve our services, and we have a wide range of ways of engaging with residents to ensure we capture this feedback. This includes learning from complaints.

Our Customer Services Team is focused on addressing the root causes of complaints and adapting the way we do things to prevent issues recurring. This includes improving our repairs performance and reshaping our Housing Management Team to increase the level of pro-active local support to residents when managing anti-social behaviour.

Our Customer Committee is made up of residents and non-executive directors and will be supported by new panels to ensure we provide more opportunities for formal local engagement and give residents significant and meaningful influence over how we deliver services and how we learn from complaints.

As a Board, we monitor complaints performance throughout the year and provide guidance to the officers who run the business day to day. The Board is specifically focused on complaint trends as well as learning from and addressing the underlying reasons for complaints. We are committed to ensuring residents receive good and reliable services from us and, when we do get things wrong, to responding to complaints and resolving issues fast.