

### Complaints & Feedback

Delivering good service is important to us. We want our residents to find our services responsive, reliable and easy to access. We work hard to provide a great service for all our residents but there may be times when we don't get things right.

At Karibu we value all forms of feedback, including complaints, as these help us to identify areas where we need to improve. When we make a mistake, we will always apologise, aim to put things right and do things better so we don't make the same mistake again.

We use the insight from complaints to improve our services. Our team are responsible for investigating complaints and liaising with the Housing Ombudsman. The team aim to resolve all complaints promptly and fairly following the Housing Ombudsman Service's Complaint Handling Code.

The Complaint Handling Code was introduced in 2020 and became statutory from 1 April 2024, meaning that we must follow its requirements. The Code aims to achieve best practice in complaint handling and ultimately to provide a better service to residents.

We recognise that our complaint handling performance hasn't always been consistent, and we want to change that. Over the last twelve months we have made improvements to how we deliver services and investigate complaints including investment in additional resources, system enhancements and reporting.

We also have a board member responsible for complaints (MRC) who supports Karibu to develop a positive complaints resolution culture and meets staff and management regularly to advance this aim.

This report outlines our complaint handling performance in 2024/25 and provides an overview of the service improvements we've made.