

Governing Body Report on Self-Assessment of the Complaint Handling Code (2024–25)

We have reviewed the updated self-assessment submitted by New Outlook Housing Association for the 2024–25 reporting period in relation to compliance with the Housing Ombudsman's Complaint Handling Code. We are pleased to confirm that all requirements have been met, and the association continues to demonstrate excellence in its approach to complaint management.

Key Areas of Compliance and Progress

1. Timely Performance:

All required response times have been consistently met, with complaints acknowledged within 5 working days and full responses provided within 10 days in line with the Code.

2. Policy and Procedure Updates:

The Complaints Policy and Procedure have been fully reviewed and updated to reflect the latest guidance and ensure clarity for tenants and staff.

3. Training and Staff Development:

Complaint handling training has been delivered across the organisation, equipping staff with the skills to resolve issues effectively and empathetically.

4. Governance and Oversight:

A nominated person is now in place with lead responsibility for complaints, ensuring strategic oversight and board-level accountability.

5. Complaint Review Team Established:

A dedicated Complaints Review Team has been formed to monitor outcomes, identify learning, and drive service improvement.

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6. Trends and Learning:

A complaint tracking and trend analysis system has been implemented to monitor volumes, themes, and root causes. Insights from this are being used to inform service design and staff training.

7. Culture of Learning and Transparency:

The association continues to embed a positive culture around complaints, viewing them as a tool for continuous improvement rather than criticism.

Next Steps for 2025–26

Enhanced Reporting: Development of quarterly reporting dashboards to highlight key metrics and learning points for board oversight.

Tenant Involvement: Exploring opportunities to involve tenants in reviewing anonymised complaints and suggesting service improvements.

External Benchmarking: Plans to benchmark against similar housing providers to identify good practice and areas for further development.

Conclusion

New Outlook Housing Association has met and exceeded the expectations of the Complaint Handling Code. The board recognises the significant strides made in governance, accountability, and cultural change. These achievements position the organisation as a leader in transparent and customer-focused complaint resolution.