



## **New Outlook Housing Association**

### **Governance and Assurance Statement – 2025-26**

The Board of New Outlook Housing Association has formally reviewed and approved our Complaint Handling Self-Assessment and our Annual Complaints Performance and Service Improvement Report, in accordance with the Housing Ombudsman's Complaint Handling Code.

Following a thorough internal review, the Board is satisfied that our complaint handling arrangements continue to align with the requirements set out in the Code. The self-assessment provides assurance on our compliance and identifies areas for continued improvement, which have been incorporated into our service improvement activity.

During 2025-26, we have strengthened our approach to complaint handling and organisational learning. This has included complaint-handling training and workshop activity, guidance for teams and managers, quality-assurance activity and the development of a primary, secondary and root-cause approach to complaint analysis. This enables us to consider both the immediate issue raised and the underlying factors contributing to a complaint.

The Board recognises the fundamental role that effective complaint handling plays in driving service quality, accountability and trust. We remain committed to ensuring that complaints are treated as opportunities for learning and that insights gained are used to support improvements to our services and customer experience.

We have continued to strengthen internal reporting and Board-level oversight of complaints, alongside investment in staff training and development. Our approach is intended to promote a culture of openness, responsiveness, consistency and continuous learning.

For the 2025-26 annual complaint analysis, the reporting population comprises 18 complaints received between 1 April 2025 and 31 March 2026 within the agreed reporting scope. Complaints outside the agreed service/location scope and complaints received after 31 March 2026 are excluded from the annual analysis.

As an organisation, New Outlook is committed to transparency and continuous improvement. We will continue to monitor complaint handling performance, act on learning and maintain effective engagement with the Housing Ombudsman to meet our obligations and uphold high standards of customer care.

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