

## **Wirral Methodist Housing Association Annual Complaints Performance and Service Improvement Report 2024/25**

### **Governing Body's Response**

The Board welcomes this report, and the opportunity to explain to our tenants how we are handling their complaints. During 2024/25 we have been considering complaints performance through our performance reports, including the results of tenant's surveys on satisfaction with complaints.

We've had formal feedback on the Complaints policy and Ombudsman's code through our Tenants and Communication Subcommittee and heard informal feedback directly from tenants through events like our AGM, our Walkabouts (where tenants have an opportunity to speak to members of the Board and Senior Leadership Team) and the Tenants Advisory Group.

Thank you to all of our tenants who have taken the time to let us know how they feel about complaints, and our services more generally. This report reinforces what we have heard throughout the year. Tenants want us to resolve their issues more quickly, deliver on our promises more consistently, and improve communication during a complaint.

Learning and improvements to be implemented following the report are as follows:

- Improved communication with tenants throughout the complaints process, ensuring tenants are kept informed.
- Robust performance management of staff and contractors to ensure learning outcomes are embedded into our service going forward.
- Deliver a program of component replacements based on current stock condition information.
- Improve our processes around engaging with third parties to ensure a timely response to tenants when raising concerns.
- Increase our awareness of our tenants circumstances to better meet their needs

While we are compliant with the Housing Ombudsman's Complaints Handling Code, there is always room for improvement and we must not become complacent. We are committed to working closely with tenants to understand their concerns and continually improve the quality of our services. Tenants' feedback is essential in helping achieve this, and we are dedicated to making meaningful improvements based on tenants insights.

Claire Fouracre,

**Lead Member for Complaint**

**Approved at the Board Meeting on 3<sup>rd</sup> June 2025**