



3CHA
*Three Conditions
Housing Association*

Board Response to Annual Complaints Review

September 2024

Board Response to 3CHA Annual Review of Complaints 2023-24

3CHA value the learning and development opportunity that complaints provide. 3CHA's management of complaints offers me, as a board member, a direct insight into the experiences and perceptions of our residents and customers. As the Board member responsible for overseeing complaints, I was pleased to receive our annual review of complaints and appraise 3CHA's self-assessment against the Housing Ombudsman's Complaints Handling Code.

The review of complaints both highlights' areas where 3CHA excel and, crucially, where we need to improve. Having read this report and self-assessment and reviewed the complaints, and 3CHA's responses to these, I'm confident they provide a comprehensive overview of the complaints we received over the past year, the trends we've identified, and the actions we've taken to address them. I am particularly impressed by the steps we have taken to identify potential complaints that were not formalised and how these issues can be addressed in the future.

I'm pleased with the dedication and professionalism with which we have responded to complaints. The commitment to resolving issues and ensuring fair outcomes is commendable. Through the team's review of complaints, I have seen how the process itself can help 3CHA better anticipate and meet the, often complex, needs of its residents and customers. Through my review of the complaints received and 3CHA's investigation and responses, I am confident that 3CHA's teams are treating complaints seriously and using them as an opportunity for learning.

A few emerging themes from 3CHA's review this year are highlighted below:

- As the majority of our complaints came through our resident survey, this suggests that residents are not complaining directly to their housing and support provider,

and we are not capturing the issues that residents may be facing. We are taking steps to review how we can capture these issues going forward.

- We've made progress in streamlining our complaints handling process, ensuring that each complaint is addressed thoroughly and efficiently. Whilst I'm confident we have strong systems in place for monitoring and tracking complaints - there are still improvements we can make to support us in identifying themes from our complaints and complaint handling.
- Where it is proposed that service offerings change, often for understandable and practical reasons, it remains essential that, where possible, residents are consulted or at least given the rationale for these changes. I'm enormously grateful to those who took the time to share their feedback with us, either through complaints or via annual client and tenant surveys.

As the Board member responsible for complaints, I shall be seeking to ensure not only that the voice of all stakeholders is heard but that we create more opportunities for residents and customers to scrutinise our performance and foster real change within our organisation, shaping the way services are delivered.

Yours sincerely

Isabella Lo Bianco

Board Member Responsible for Complaints