



## **Landlords Governing Body Response to Complaint Self Assessment January 2024**

The Executive of Westmoreland Supported Housing presented the 4<sup>th</sup> annual Housing Ombudsman Code Self-Assessment to the Board on 18<sup>th</sup> December 2023. Members of the Board were pleased to acknowledge that 2 actions identified in 2022 had now been addressed – Firstly that Westmoreland had relaunched its website that includes the publication of the complaints policy and secondly that a customer representative was appointed to the Board in May 2023. As Westmoreland is a small provider with a low volume of complaints, complaint volumes and statistics are reported to Board monthly through the Operations Performance Report and will be reported via the Performance Scorecard being launched in early 2024.

The Board acknowledges the contents of the self assessment and that there are 3 areas of improvement:

- The publication of the self assessment on the website will happen in due course in January 2024
- The Complaints Policy does not detail how long a customer has to escalate to Stage 2 – the Complaints Policy is due for review in May 2024 and will be updated then
- It is best practice to request customer feedback following the closure of the complaint - the Complaints Policy is due for review in May 2024 and will be updated then

The Board will ensure that these 3 areas will be completed as scheduled. All Members are assured through Board reporting cycles, that complaints are dealt with appropriately and learning applied where appropriate.

**Jayne Francis Ward**

**Chair of the Board**