



The Glendale Gateway Trust

Board review of Annual Complaint Performance and Service Process for Year ended 31st March 2024

1. Introduction

This is the first year that GGT has been required to produce an Annual Complaint Performance and Service Improvement Report.

The report has been introduced in response to the introduction of the Complaint Handling Code. The Code became statutory on 1st April 2024.

The Code was issued in line with the provision of the Social Housing (Regulation) Act 2023 which enables the Housing Ombudsman to issue a code of practice about the procedures members of the Scheme should have in place for considering complaints. The Act also placed a duty on the Ombudsman to monitor compliance with the Code.

The Code applies to all organisations registered as social landlords regardless of size.

The initial requirement for reporting was 30th June 2024. Unfortunately, due to a mixture of staff changes and staff illness this deadline was missed. A further deadline of 9th August 2024 has been set.

GGT is required to complete and update the Complaints Policy, self-assessment documentation and a performance report, all of which will be uploaded onto the GGT website as a matter of public record.

2. Actions

The following actions have been undertaken by the management team to ensure initial compliance with the Code.

- Formal documentation of Complaints Policy reflecting standard industry practice and changes required to reflect our scale of operation – 20 residential units. **This has been approved by the Board and will be uploaded to the website.**
- A comprehensive self- assessment of our complaints process. **This is attached to the email will be uploaded once approved by the Board.**
- The appointment of a Complaints Officer. Simon Crosthwaite has been appointed to the role in addition to his current duties. Karen Froggatt, CEO is covering the role during Simon's absence.

- The Board is required to have a “Member Responsible for Complaints” (the MRC). The Chair has asked me to take on the is role and I will be responsible for ensuring that the Board receives regular information on trends and any issues arising within complaints performance.
- The production of the first “GGT Annual Complaints Performance and Service Improvement Report”. **This is attached to the email and will be uploaded once approved by the Board.** Future reporting will form part of our standard Board and external reporting routine.

3. Commentary

The unique nature of our portfolio within a small rural community is a key strength in ensuring that we respond in a timely and appropriate manner to tenant complaints.

Board members will remember our discussions at the July strategy meeting where we agreed on the need for continuing to improve our housing processes and documentation.

This new statutory process will assist us going forward.

4. Recommendation

I have reviewed the documentation in conjunction with CEO. I consider that the policies and reports represent a good start point and are proportionate for the operation of GGT. I ask you to approve the documents.

Martin Kelso