

HSH Complaint Handling Code Submission 2025/26 Governing Body Response



The HSH board of trustees recognise the need to continually work to ensure compliance with the code and maintain a positive complaint handling culture.

The trustees recognise HSH's responsibility to meet the following requirements from the Transparency, Influence & Accountability Standard.

2.5.1 Registered providers must ensure their approach to handling complaints is simple, accessible and publicised.

2.5.2 Registered providers must provide accessible information to tenants about:

- a) how tenants can make a complaint about their registered provider*
- b) the registered provider's complaints policy and complaints handling process*
- c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and*
- d) the type of complaints received and how they have learnt from complaints to continuously improve services.*

The trustees are committed to ensuring these requirements are fulfilled and confirm that the Complaints Policy as agreed by the board contains provision for the housing association to fulfil all of the above.

The board is committed to making the complaints policy & process available for all tenants and recognise that taking an approach that welcomes receiving complaints will lead to improved service provision and tenant satisfaction. Complaints is now a standing item on our meeting agenda to ensure that any issues can be raised promptly, and the board can be kept fully informed of any complaints how they are responded to.

The board acknowledges the points for improvement noted for Restart and are confident that these will be effectively implemented. The board confirms that there will be consistency in complaint handling across any partnerships entered into beyond the partnership between HSH & Restart.

The board recognises that in most instances complaints can be resolved informally and commits to taking that approach wherever it is appropriate to do so. The board acknowledges the self-assessment made against the complaint handling code and confirms the accuracy of the evidence & commentary provided alongside it. The most up to date version of our Resident Complaints Policy has been uploaded as part of the submission. The Annual Service Improvement Report has been reviewed by the board, and the outcomes of this report will be included in future communication with tenants.

All documents relating to the Complaint Handling Code submission will be made available on the HSH website.

Signature


.....

Role

TRUSTEE
.....

Print Name

Geoff Bond
.....

Date

22/07/26
.....