

Annual Complaint Handling Code Self-Assessment 2023/24

Governing Body's Response

It has been a year of significant change at PA. This commenced when I was appointed Chair in October 2022. Together with the new Executive team, we started a journey to improve outcomes for all our residents.

This inevitably creates a period of time when services are transitioning as part of our improvement plan. Our 2024-29 Corporate Strategy reinforces our focus on the resident and commitment to improving complaint handling. This involves better communication and more timely responses.

Our self-assessment reflects PA's ongoing work to improve services, which is driven by the Board and Executive in conjunction with our residents. The Board and Executive are aware that PA has not met its performance standards for complaint handling in all cases.

PA's Executive, Board and frontline teams are actively focused on improving services that is being driven through the lens of our residents. From the lessons being learnt, we know that complaint resolution is only possible when we know our residents and their needs. Where we have a service failure leading to a complaint, teams are empowered to focus on a resolution that is bespoke to the resident. Front line staff have increased from 235 to 366 over the last 15 months, an increase of 56%. We have also extended our operating hours to reflect the needs of our residents.

The Board and Executive are committed to reducing service failures and in turn the number of upheld complaints. PA is focused on service improvement and this message is consistent at Board level. Whilst the Board may aspire to have no upheld complaints, it is recognised that service failures will still happen. In these cases, PA will apologise, remedy the situation quickly and importantly learn from it.

Kim Francis is the Board lead for Complaints and a PA resident. As part of our review of compliance with the Housing Ombudsman Service Code, he has spent time with the team discussing PA's compliance and considering the further steps we need to take.

Positively, complaints for 2023-24 slightly reduced compared to the previous year, reflecting investment in front line services, but we recognise we still have a long way to go versus ours and most importantly our residents' desires,



Suki Kalirai
On behalf of the PA Housing Board

26 June 2024