Board Meeting of Tamil Community Housing Association
Monday 9th June 2025
6.30pm

Report Title	Board Response to the Annual Review of Complaints – 2024/25
Agenda Item	9
Author	Indran Thavendra, Chair of the Board
Report Type	For Approval
Date:	9th June 2025

1.   Purpose of Report

1.1   This report records the Board's response to the Annual Complaints Handling Review Report for 2024/25 presented to the Board on 9th June.

1.2   Members will be aware that TCHA is a member of the Housing Ombudsman Scheme and that one of the requirements of membership is that the Board receive and publish an annual review of complaints and next to this, publish the Board's response to the report. Both documents should be published on TCHA's website.

2.   Response to the Annual Review of Complaints

2.1   Review of the Complaints Handling Code

Members note following changes made last year TCHA is fully compliant with the Housing Ombudsman's Complaints Handling Code.

2.2   Review of Complaints Handling

2.1   Members note that TCHA received seventeen formal complaints last year. This is an increase from the number received in the pervious year but it is in keeping with what we would expect as the sector has seen an increase in complaints received.

2.2   Members noted that TCHA had only managed to respond to complaints within agreed timescales in 65% of cases. This has been a cause for concern as a

complainant has already experienced a service failure and this is then compounded by a late response. Members note the action that has been taken to address this and were pleased to see that from the time the full SMT team were in post, TCHA has met its timescales for responses.

2.4   Members confirmed that going forward, they expect TCHA to respond to complaints within agreed timescales 100% of the time.

2.5   Members were also concerned to note that record keeping in relation to complaints was not consistent and this led to failures. Members are pleased to see that TCHA is picking up these issues through more robust use of IT systems and with regular oversight from the SMT.

2.6   Members noted the spread of complaints reasons and found these to be in keeping with expectations.

2.7   Members noted the detailed information on lessons learned from complaints contained in the report and have asked that future reports demonstrate that the lessons have been put into practice.

3.   Action Plan and Improvements

3.1   Members were pleased to review and approve the action plan contained in the Annual Review Report. The Board fully support the points raised in the Action Plan, and through their elected Member Responsible For Complaints, will be carefully monitoring the TCHA's performance in relation to complaints management.

3.2   The Board have given a clear instruction to the Chief Executive and Senior Management Team that they expect the improvement in complaints handling and monitoring shown in Q4 of last year to continue.

3.3   The Board will regularly monitor performance of complaints management through regular reporting to the Operations Sub Committee. The Board Member Responsible for Complaints will work with the Chief Executive to make sure reporting is accurate and robust, and that TCHA also reports on its performance to residents via its website, reports and newsletters.

4.   Approval of Report

4.1   Members are asked to Approve this report for publication on TCHA's website.

5.   Conclusion

5.1   Members recognise the importance that effective complaints management has on residents and the services TCHA provides.

5.2   Members recognise the service has performed below expectations during 2024/25 but that the new team has worked to improve the service and bring it in line with expectations.

5.3   Members support the Action Plan contained in the Annual Review and will be monitoring this carefully to see that the planned improvements are delivered.

5.4   Members will look to the Board Member Responsible for Complaints to provide added reassurance that TCHA's complaints handling and management are in line with policy and performance expectations.