

Our Commitment to Learning from Complaints



Complaints matter to us. They help us understand what is not working well for residents and where we need to do better. As the Member Responsible for Complaints (MRC), I provide assurance to the Board that complaints are handled fairly and that learning from them leads to real and lasting improvements for residents.

On behalf of the Board, I have reviewed the Complaint Handling Code Self-Assessment, alongside the Service Improvement and Performance Report. Together, these documents help us understand how well we are meeting the Complaint Handling Code and, most importantly, how effectively we are responding to residents' concerns.

I am encouraged that the self-assessment shows:

- A clear and simple complaints process
- A strong focus on listening to residents and responding fairly
- Improvements in the speed and clarity of communication

I have also reviewed the learning that comes from complaints and am pleased to see clear evidence that:

- Issues raised by residents are taken seriously
- Learning from complaints is shared across teams
- Changes are being made to services to help reduce repeat problems

I recognise that making a complaint can sometimes feel frustrating. Residents should feel confident that when they raise concerns, they will be listened to, treated with respect, and given clear explanations about what will happen next.

As part of my role, and on behalf of the Board, I will continue to provide assurance by:

- Monitoring complaint performance and outcomes
- Checking that learning from complaints leads to meaningful service improvements
- Seeking reassurance that residents are treated fairly, consistently, and with empathy

By signing this response on behalf of the Board, I confirm our shared responsibility to learn from feedback, put things right when we get them wrong, and continually improve the services we provide to residents.

Signed on behalf of the Board,

Member Responsible for Complaints / Trustee