

Complaints Handling - Governance Response 2024/25

As the governing body for Shropshire Towns and Rural Housing, we have reviewed our self-assessment against the Complaints Handling Code and the second publication of our Complaints Annual Performance and Service Improvement Report.

We support the findings of the Self-Assessment and are confident that we comply with the code in respect of our approach to Complaints Handling. We also recognise the improvements that have been made through the execution of the 2023/24 Service Improvement Plan and fully support the updated Service Improvement Plan and the welcome the focus that this provides to us to ensure our complaints culture is accessible, transparent and ever improving.

As a Board we receive regular oversight of the levels and outcomes of complaints through both our Customer Services Sub Committee, the Main STAR Board and at the Asset Assurance Board within the Council's Governance structure. Previous incumbents of the key 'Member Responsible for Complaints' (MRC) role were able to attend meetings in the office to see complaints handling operations in practice and, being newly appointed to the role, we look forward to taking this opportunity ourselves as the year progresses.

We note that there are still more improvements that we need to make in both how we handle complaints and learn from them but it is reassuring to see the teams are continuing to make the required improvements to ensure our tenants are receiving the expected service and we can learn from tenant feedback to implement change. As new MRCs role we look forward to having more opportunity engage directly with the business and to seeing the impact of this learning throughout the year and will continue to support a culture of positive complaint handling across the organisation.

James Owen
MRC – Shropshire Council

Duncan Kerr
MRC – STAR Housing