

## Board Response to the Complaints Performance Report 2023-24

**Date:** 25/11/2024

The Board has reviewed the **Complaints Performance Report 2023-24** and acknowledges the thoroughness of the document. The report reflects Outreach Housing Ltd's commitment to transparency and accountability, which aligns with the expectations of the Regulator of Social Housing and the Housing Ombudsman Complaint Handling Code.

We are pleased to note that no formal complaints were received during the reporting period. This outcome demonstrates the high standard of service being delivered to tenants and highlights the effectiveness of our proactive approach to addressing tenant concerns and feedback informally.

While the absence of complaints is encouraging, the Board recognises the importance of maintaining a robust complaints-handling framework to ensure preparedness for future challenges. As part of our ongoing commitment to service excellence, the Board recommends the following actions:

- 1. Continued Communication and Awareness:**  
Ensure that tenants remain well-informed about how to raise complaints or provide feedback, through accessible channels and regular reminders in newsletters and correspondence.
- 2. Ongoing Monitoring:**  
Although no complaints were recorded this year, it is essential to regularly review tenant feedback, informal concerns, and operational performance to identify potential areas for improvement.
- 3. Preparedness for Future Growth:**  
As Outreach Housing Ltd expands its portfolio, the Board advises maintaining a strong focus on training staff in complaints handling and fostering a culture of openness and responsiveness.
- 4. Annual Review of Policies:**  
Reassess the Complaints Policy and procedures annually to ensure they remain aligned with regulatory requirements and reflect best practices.

The Board commends the management team for their diligence in tenant engagement and encourages continued efforts to uphold the organisation's values of transparency, fairness, and continuous improvement.



We look forward to reviewing next year's Complaints Performance Report, and we are confident that the systems in place will continue to provide a solid foundation for effective complaints management.

**Signed on behalf of the Board of Outreach Housing Ltd,**

A handwritten signature in blue ink, appearing to read "B.L.", is written over the printed name of the signatory.

Berish Laufer  
**Chair of the Board**  
Outreach Housing Ltd