



Meeting: Board meeting: 22.08.24

Report Title: Complaint Handling Code

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Complaints report 2024

On 1st April 2024 the Housing Ombudsman Complaint Handling Code became statutory. Landlords are obliged by law to follow its requirements. There will be a legal duty placed on the Ombudsman to monitor compliance with the Code.

The Code aims to achieve best practice in complaint handling and ultimately to provide a better service to tenants.

TorVista Homes completed the self-assessment and this is being put before the Board members for their comments.

Following the completion of the self-assessment it has highlighted the need for the current Complaints Policy to be amended. Work is being undertaken on this and will be completed by end of September.

Once the Board have made their comments regarding the self-assessment this will then be submitted to the Housing Ombudsman. Due to the current situation for TorVista Homes it was necessary to request an extension for this to be carried out. This has been agreed and extended to 30th September 2024.

Number of complaints received since TorVista Homes commenced in March 2021 to date are as follows:

Complaint level	2021/22	2022/23	2023/24
Initial complaint	2	0	0
Stage 1 complaint	2	0	0
Stage 2 complaint	0	0	0

The two complaints logged during 2021/22 were relating to:

- TorVista Homes being irresponsible landlords
- TorVista Homes failing to have due regard for existing residents within a block.

Both these complaints were dealt with at Stage 1 and did not progress to Stage 2.

The Self-Assessment has been attached for the Board's information.

Appendix

Self-assessment 2024

Board minutes relating to this report

The Board received the report and discussed the content on 22nd August 2024.

Points made during the meeting:

- The self-assessment we are submitting can be used for future learning
- The responsibility is on us to ensure we are complying
- Complaints policy to be amended accordingly

Board approval:

Board approved the self-assessment.