



Governing Body response to Complaints Performance & Service Improvement Report 2023/24

In 2023 we launched our new Corporate Strategy 2023-2030 to outline our commitment to provide homes people want to live in by 2030.

At the heart of our strategy are our customers and last year we wrote to apologise for our under-performance and thank customers for their continued patience as we seek to transform our front-line services.

As we embark on our journey of transformation, we don't underestimate the level of improvements we need to make. The Board recognise that this report highlights that customer outcomes are not where we want them to be, where we need them to be, or where our customers deserve them to be.

Whilst 2023/24 has been a challenging year for A2Dominion, we have put some foundational steps in place to drive improvements including:

- We have restructured our Executive Management Team to focus and lead the changes we need and introduced a new Chief Customer Officer and Chief Property Officer role; these were previously held by one person.
- We have recruited a new leadership team for our Repairs and Maintenance service, so that we can drive improvements faster in this core service area. This is supported by a Rapid Repairs Improvement Plan which outlines key actions that will be implemented over the next 2 years to improve service outcomes.
- We have developed a Complaints Improvement Plan to ensure better complaint caseload handling, visibility and lessons learnt.

Whilst we still have a lot more to do to improve our services, especially whilst we embed our improvement plans, we are planning further improvements in 2024/25 such as:

- Significant improvements to our complaint handling timescales by September 24, as well as implementing actions included within this report.
- Improving the quality of our repairs service by recruiting more surveyors to help pre- and post-inspect our repairs.
- Increase our customer involvement opportunities so that customers have more input into our service design and improvements.
- Expand our digital offer so that customers can access services more easily and we can improve the level of first contact resolution and response times to queries.

We know there is still much more to do, but we are determined to get this right for our customers, colleagues, and stakeholders for the years ahead.

The Board does not take lightly reporting non-compliance to the Housing Ombudsman Complaint Handling Code but is assured that the actions identified within this self-

assessment are achievable and we will ensure the right resources are available to support it.

Approved by Group Board on 19 June 2024

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