

## Governing Body response to Complaints Performance & Service Improvement Report 2024/25

The Board has carefully reviewed the Complaints Performance and Service Improvement Report for the financial year 2024/25 and acknowledges the progress made in several areas, including improved response times, the centralisation of the complaints function, and the introduction of new policies and systems designed to enhance the customer experience. Initiatives such as these are encouraging steps toward better service delivery.

However, we remain deeply concerned about the continued challenges facing A2Dominion. Our efforts to return to compliance with the Regulator of Social Housing (RSH) governance standards, alongside broader transformation programmes, reflect the scale of change required. The review into how we handle reports of leaks, damp, and mould was a sobering moment, revealing how some of our processes and systems have failed our customers. These findings have shaped our commitments under the Voluntary Undertaking with RSH and have reinforced our resolve to put things right.

Despite the progress made this year, the organisation remains non-compliant with the Housing Ombudsman's Complaint Handling Code. This is a serious issue that cannot be overlooked. The high maladministration rate and compensation figures are stark indicators of where we continue to let customers down. A fundamental cultural shift is needed to embed accountability at every level and ensure customer feedback drives real and lasting change, and we are committed to delivering this.

We have made further structural changes at Executive, Directorate, and Departmental levels to support better outcomes, and the Board, alongside the Customer Services Committee, continues to receive regular updates on service transformation plans, customer feedback and complaints performance. We are taking a bolder approach to reduce the number of complaints we receive and through investment in preventative teams including Service Recovery and in the Contact Centre. Our focus remains firmly on rapid resolution for customers and achieving sustainable improvements in service delivery.

The Member Responsible for Complaints (MRC), working closely with the Chief Customer Officer, has reviewed the self-assessment and report, helping to shape the final version approved by the Board. In the year ahead, the MRC will continue to champion greater customer scrutiny of our complaints handling processes and performance, ensuring transparency and accountability are at the heart of our approach.

While the Board does not underestimate the seriousness of reporting non-compliance, we are encouraged by the progress made and the clear, achievable actions outlined in

the self-assessment. We remain fully committed to supporting the Executive Team in delivering the next phase of the transformation improvement plans which will ensure that customer feedback and resolving customer complaints are a central pillar of our strategy for service excellence.