



Complaints Officer

Rockdale Housing Association Limited

15th October 2024

Board of Trustees Response to the Complaints and Compliments Report for the period to 31st March 2024

The Board of Trustees (“the Board”) and the Members of the Quality Assurance Committee (“QA”) thank the Complaints Officer for their Annual Report and having both considered the report, respond as follows: -

The Board and QA note and welcome the introduction of the Housing Ombudsman’s 2024 Housing Complaints Code and the process of self-assessment to ensure compliance with the Code. The Board and QA further note the completion of the self-assessment report by the Complaints Officer and are pleased to note our conformity with the revised Code. It is accepted that this year’s submission was made within an extended deadline and that in future both the self-assessment and the annual report will be prepared in time for the 30th June submission deadline.

The Board agrees to the Chair of QA being appointed as their Complaints Champion.

The Board is pleased to note that all complaints have been dealt with in a timely manner and closed at Stage 1 and that where complaints have been founded, they have been used as learning experiences.

Finally, the Board is also pleased to acknowledge that there are more compliments than complaints, which is indicative of residents’ general satisfaction with the service provided by Rockdale as evidenced by recent surveys.

Signed on behalf of the Board of Trustees

Pat Mayer

Chair of the Quality Assurance Committee and Board Complaints Champion