

12 December 2024

Oak Housing Governing Body Report on Self-Assessment of Complaint Handling Code

We have thoroughly reviewed the self-assessment form submitted by Oak Housing regarding their adherence to the Complaint Handling Code. After careful consideration and by publication of this statement and the annual report on Oak Housing Website we are pleased to confirm that the self-assessment meets the required standards and is hereby approved.

Key Points of Approval

1. **Comprehensive Review.** The self-assessment provides a detailed and comprehensive review of the complaint handling process.
2. **Commitment to improve our customer journey.** The report demonstrates a strong commitment to improvement and improving customer satisfaction.
3. **Effective Procedures.** The updated policy and procedures outlined are effective and align with best practice in complaint handling.
4. **Transparency and Accountability.** The self-assessment and TSMs reflects a good level of transparency and accountability in managing complaints.

Adoption of Ombudsman Guidance

We commend Oak Housing for their diligent adoption of the guidance provided by the Ombudsman's Complaint Handling Code. This includes:

- **Clear Communication Channels:** Ensuring that tenants have multiple accessible ways to submit complaints.
- **Timely Responses:** Committing to acknowledge complaints within 5 days and provide a full response within 10 days.
- **Support and Advocacy:** Providing information about independent advocacy services and external agencies for additional support

Next Steps

1. Oak is committed to improving our complaint handling and creating a culture of welcoming complaints as "a lens in to our services" to help us to continuously improve as we grow the organisation.
2. Ongoing training for our colleagues to enhance their complaints resolution skills.
3. Regular Reviews and audits to ensure continued adherence to the Complaint Handling Code.

Oak Housing is committed to the High Standards set by the Ombudsman's Code. We are confident that these efforts will lead to more effective and efficient complaints handling.