

27 April 2026

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 through publication of this statement and the annual report on Oak Housing's 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 transparent review of the complaint handling process.
2. **Commitment to Improvement.** The report demonstrates a strong commitment to learning from complaints and improving customer satisfaction.
3. **Effective Procedures.** The updated policy and procedures outlined remain effective and align with best practice in complaint handling.
4. **Transparency and Accountability.** The self-assessment and Tenant Satisfaction Measures (TSMs) reflect a high level of openness and accountability in managing complaints. While small providers are only required to complete TSMs every two years, we will be undertaking our next formal survey in 2026 in line with these requirements. In the meantime, we continue to monitor customer satisfaction throughout the year to ensure we remain responsive to feedback and can identify opportunities for improvement.

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 five days and provide a full response within ten days.
- **Support and Advocacy:** Providing information about independent advocacy services and external agencies for additional support.

Progress on Outstanding Actions

It is pleasing to note that the two outstanding actions identified in last year's self-assessment have been completed on target and published on Oak Housing's website. This demonstrates the organisation's ability to deliver on commitments and maintain accountability.

Next Steps

1. Oak Housing will continue to build on the progress made, embedding a culture that views complaints as a valuable lens into our services and supports continuous improvement
2. Ongoing training for colleagues will remain a priority to strengthen complaint resolution skills.
3. Regular reviews and audits will continue to ensure sustained adherence to the Complaint Handling Code.

The Governing Body is satisfied with the progress achieved, particularly the closure of outstanding actions, and commends Oak Housing for strengthening its culture of learning in relation to complaint handling. We are confident that these efforts will continue to strengthen complaint management and improve outcomes for residents in the year ahead.