

In accordance with the Housing Ombudsman's Complaint Handling Code 2024 Unity Housing's Board has considered the following documents:

- Unity's Housing Ombudsman's Complaint Handling Code 2024 Self-Assessment
- Unity's Annual Complaints Report 2023/24

In reviewing these documents, the Board are assured that the self-assessment demonstrates that Unity is compliant with the Housing Ombudsman's Complaint Handling Code 2024. We are satisfied that complaints received from our customers will be handled in accordance with the code.

The Annual Complaints Report 23/24 demonstrated several service improvements that were made during this period following lessons learnt and customer feedback.

To provide added assurance to the Board, we have two MRC's (members responsible for complaints) on our board. These are recent appointments and they will seek out evidence and clarification regarding ongoing complaints handling. They will ensure continued compliance with the code and an ongoing commitment to a positive complaints culture here at Unity.

The Board are satisfied that there are relevant processes and procedures in place and that these have been introduced to staff via a training program, with refresher training also taking place. The training will also apply to the Board. A strong and open relationship is being forged between the MRC's, the Residents panel chair and the Director of Housing, with the formation of a complaints review panel. This is in its infancy, but will ensure that the right level of oversight is in place around complaints handling performance and that improvement actions are held to account.