



Governing Body Report on Self-Assessment of Complaint Handling Code

We have thoroughly reviewed the self-assessment form submitted by New Outlook Housing Association regarding their adherence to the Complaint Handling Code. After careful consideration, 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 current complaint handling processes.
2. **Commitment to Improvement:** It demonstrates a strong commitment to continuous improvement and customer satisfaction.
3. **Effective Procedures:** The procedures outlined are effective and align with best practices in complaint handling.
4. **Transparency and Accountability:** The self-assessment reflects a high level of transparency and accountability in managing complaints.

Adoption of Ombudsman's Guidance:

We commend New Outlook Housing Association] 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. **Implementation of Improvements:** We support the planned improvements to the complaint tracking system and the reduction of response times.
2. **Ongoing Training:** We endorse the ongoing training initiatives for staff to enhance their complaint resolution skills.
3. **Regular Reviews:** We recommend regular reviews and audits to ensure continued adherence to the Complaint Handling Code.

Commitment to High Standards:

New Outlook has shown a strong commitment to upholding the high standards set by the Ombudsman's Code. We are confident that these efforts will lead to more effective and efficient complaint handling, ultimately benefiting all tenants.

