



## **Governing body's response to Squared's Complaints Handling Code Self-assessment June 2024**

by: Jo Simcox, Member Responsible for Complaints (MRC)

As part of my role as the Board Member Responsible for Complaints (MRC), scrutiny and challenge of Squared's self-assessment against the Housing Ombudsman Complaint Handling Code forms a key aspect of my duties, ensuring a positive complaint handling culture is embedded across the organisation.

This response is provided on behalf of the Board of Management of Luton Community Housing Ltd (trading as Squared), as part of the Annual Complaint Performance and Service Improvement Report.

### **Assessment of Self-assessment and Complaint Handling Service**

As the MRC I am satisfied the self-assessment is a true reflection of Squared's complaint handling service.

I have examined the information referred to in the self-assessment to ensure it is complete and accessible to both team members and customers (tenants and residents).

The Complaints Policy GEN04 has been reviewed and updated in line with the requirements of the Complaints Handling Code, ensuring transparency and accessibility.

I regularly receive performance information and the team are able to discuss accountability and transparency when things have gone wrong. I have scrutinised all data and performance information included in the self-assessment. This scrutiny ensures that the governing body is satisfied that the data is accurate, reliable, and repeatable, providing a solid foundation for our assessment. This is reflected in the true self-assessment of partially meeting the code following the Complaint Handling Failure Order (CHFO), and immediately took steps to identify the root cause of the CHFO and implemented an action plan to provide assurance to myself and the Board that the risk of this reoccurring had been mitigated.

Any commentary or context provided in the self-assessment has been challenged to ensure it represents a fair and reasonable assessment. The team welcome challenge and feedback from the Board regarding complaint and compliance with the



Complaint Handling Code. This challenge process helps to maintain the integrity and objectivity of the assessment.

I am satisfied that customer feedback on service delivery has been taken into account. Surveys, including Repairs and Maintenance post-works calls to customers, and the Star Survey feedback, which provides data on Tenant Satisfaction Measures, have been considered. This approach reassures that Squared has demonstrated customer involvement in assessing service delivery.

I am assured that any areas of 'partial' compliance identified in the self-assessment have been addressed. Learnings from these areas have informed decisions made by Squared, resulting in robust actions to improve service delivery provisions, as detailed in the Annual Complaints Performance and Service Improvement Report.

## **Conclusion**

This response from the MRC forms the Board of Management's (Governors) response and is included in the submission published on the Squared website alongside the Self-assessment and Complaints Performance and Service Improvements Report. These reports will be presented to the full Board of Management at the Board Meeting in July 2024 for ratification.