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Management Committee Response to Annual Complaints Performance and Service Improvement Report 2023-24

The Management Committee has reviewed Imani Housing Co-operative's Annual Complaints Performance and Service Improvement Report for 2023-24, alongside the Housing Ombudsman's Complaint Handling Code self-assessment. We are pleased to confirm our organisation's compliance with the Code and endorse the improvements made to our complaint handling processes.

Key Observations

1. **Complaint Volumes and Resolution**
 - We received 5 complaints during 2023-24
 - Successfully resolved 3 complaints (60%) at stage 1
 - Two complex ASB cases required extended handling
 - One case escalated to the Housing Ombudsman
2. **Policy Compliance**
 - Full compliance with the Housing Ombudsman's Complaint Handling Code
 - Clear two-stage complaints process implemented
 - Appropriate timescales and monitoring in place
 - Strong focus on accessibility and resident support
3. **Service Improvements** We particularly welcome the following improvements implemented:
 - Enhanced repairs tracking and communication system
 - Introduction of formal case conferences for complex cases
 - Increased post-inspections of repairs following complaints
 - Implementation of resident meetings for common issues
 - Development of "lessons learned" tracking system

Areas for Further Development

The Committee endorses the following priorities for 2024-25:

1. **Communication Enhancement**
 - Support the promotion of general email and online contact channels
 - Ensure consistent updates on ASB case handling

- Monitor the effectiveness of the new IT system for repairs tracking
- 2. **Service Standards**
 - Oversee the implementation of improved contractor performance standards
 - Monitor completion rates against repair policy targets
 - Review effectiveness of new case conference approach
- 3. **Resident Engagement**
 - Support the development of resident focus groups
 - Monitor feedback from resident meetings
 - Ensure continued accessibility of the complaints process

Committee Oversight

The Management Committee commits to:

- Regular review of complaints data and trends
- Monitoring implementation of identified improvements
- Ensuring adequate resources for complaint handling
- Supporting staff training and development
- Maintaining oversight of compliance with the Housing Ombudsman's Code

Conclusion

The Management Committee is satisfied that Imani Housing Co-operative has demonstrated a robust approach to complaint handling and learning from feedback. We are particularly encouraged by the proactive steps taken to improve services based on complaint insights.

We endorse this report and the accompanying action plan. We will continue to monitor progress through our regular committee meetings and ensure that complaint handling remains a priority for the organisation.

Approved by the Management Committee Date: November 2024