

WHERE PEOPLE AND HOMES COUNT



FVHA Annual Complaints Performance and Service Improvement Report
1st April 2023 to 31st March 2024

Introduction:

To ensure compliance against the Housing Ombudsman Complaints Handling Code, FVHA provides an annual complaints performance and service improvement report. The report includes:

- An annual self-assessment against the Code to ensure our complaint handling policy remains in line with the codes requirements.
- Any findings of non-compliance by FVHA with this Code by the Ombudsman
- The service improvements made by FVHA because of learning from complaints
- Any annual report about FVHA's performance from the Ombudsman

FVHA's annual complaints performance and service report is reported to the Board of Management and published on the section of its website relating to complaints. The Board's response to the report is published below the report detail.

1. Annual self-assessment against the Code

Published as a separate document on FVHA website

2. Analysis of FVHA's complaint handling performance:

During the year we only received two complaints who disregarded Stage 1 and Stage 2 of our Complaints Handling Policy and went straight to Stage 3. (Ombudsman). Both complaints were not withheld, one of which was no longer a tenant of FVHA.

As per the Complaints Handling Code:

- Here were no complaints we refused to accept
- There were no findings of non-compliance with this Code by the Housing Ombudsman Service
- We did not receive an annual report about our performance from the HOS.

Service Improvements:

- FVHA will ensure that all tenants are aware of the stages of the Complaints Handling Policy in that Stage 1 and Stage 2 of the Policy should be adhered to before contacting the Housing Ombudsman.

Board of Management's Response:

The Board acknowledges receipt of the first FVHA complaint performance report. The Board is satisfied that FVHA is compliant with the self-assessment against the ombudsman's code. The key priority of the Board is to seek assurance that our tenants have been listened to when a concern has been raised. The Board will continue to monitor this along with support from the Tenant Board Member to ensure that no voice is left unheard or ignored.