

OLD ISLEWORTH CO-OPERATIVE HOUSING ASSOCIATION

MANAGEMENT COMMITTEE RESPONSE TO 2024 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Management Committee has received:

- the 2024 annual complaints performance and service improvement report (reporting on complaints received between 1 January and 31 December 2024) for residents living in homes owned by Old Isleworth HC and managed by Coop Homes South (CHS).
- An updated complaints policy, for consumer complaints from residents living in homes owned by Old Isleworth HC and managed by Co-op Homes South, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling. The MRC and the Committee have updated its complaints policy and considered and approved the self-assessment that Old Isleworth HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Old Isleworth HC will not receive enough complaints to learn from trends, but the Management Committee would consider any complaint received to learn lessons from it.