

BEDFONT STONEY WALL HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Management Committee has received:

- the 23/24 annual complaints performance and service improvement report (reporting on complaints received between 1 Oct 2023 and 30 September 2024) for residents living in homes owned by Bedfont Stoney Wall HC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by Bedfont Stoney Wall HC and managed by Co-op Homes, 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 complaint policy and considered and approved the self-assessment that Bedfont Stoney Wall complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

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