

Governing Body Response to the performance of complaints 2024/25

AHS has updated our Resolving Complaints Policy and internal complaint handling procedures in response to the Housing Ombudsman's Complaints Handling Code, 2024. AHS commissioned an external organisation, in early 2025, to support us with assessing and completing our self-assessment in relation to our compliance with the Regulator of Social Housing's (RSH) Consumer Standards.

Our report, which outlined the necessary adjustments to strengthen our adherence to the Code, was delivered to AHS in May 2025. At the board meeting held in June 2025, members were presented with the findings of the self-assessment. Since then, AHS has tracked developments and progress via our Improvement Plan, providing the Board with regular updates.

The Board regularly receives updates on the complaint's performance through KPI monitoring, presented at the Board, which are delivered at least once per quarter. To give this, greater attention, the Board has recommended that AHS present the Complaints Performance as a separate item to the agenda moving forward.

To ensure that the information we provided is accurate; reflective of the company's performance and is pertinent to the assessment's questions, the Member Responsible for Complaints has carefully scrutinised the updated policy; self-assessment and service improvement plan. We are satisfied that AHS complies with the requirements of the code and its standards after receiving feedback for all Board members.