

Board response to the annual self-assessment

The Board has reviewed the Annual Complaints Performance and Service Improvement Report and the annual self-assessment against the Housing Ombudsman Complaint Handling Code and is satisfied that the organisation remains compliant with the Code's requirements.

As part of its oversight responsibilities, the Board considered complaint performance, learning outcomes, Housing Ombudsman findings, service improvements delivered during the year, and areas where further improvement is required. The Member Responsible for Complaints undertook a detailed review of the self-assessment and provided assurance that it accurately reflects current complaint handling arrangements and performance.

The Board recognises the work undertaken following the merger to strengthen and align complaint handling arrangements across the legacy organisations. The introduction of a single complaints and compliments policy provides a consistent framework for complaint handling, with ongoing work to embed consistent practices and deliver a fair, accessible and customer-focused experience for all customers.

The Board welcomes the positive improvements achieved through learning from complaints and recognises the value complaints provide in identifying service failures, improving customer outcomes and strengthening organisational accountability. We are encouraged by the actions taken to embed learning across the organisation and to ensure customer feedback directly informs service design and delivery.

While maintaining compliance with the Code, the Board acknowledges that continuous improvement remains essential. We will continue to monitor complaint performance, emerging themes, customer feedback, Ombudsman determinations and service improvement actions to ensure lessons are translated into meaningful change.

The Board remains committed to fostering a positive complaint handling culture where concerns are resolved fairly, customers are listened to and learning drives better services for all.

This Group governing body response was approved by the coterminous Board acting on behalf of Bromford Flagship LiveWest Limited and its subsidiary Registered Providers - Bromford Housing Association Limited, Bromford Home Ownership Limited*, Merlin Housing Society Limited*, Flagship Housing Limited** and LiveWest Homes*** therefore applies to each of those entities, Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all six Registered Provider entities.*

**operates as Bromford*

***operates as Flagship*

****operates as LiveWest*

Flagship and Flagship Homes are also trading names of Flagship Housing Limited and this governing body response applies equally to customers of those housing divisions.