

Board Statement on Complaints Performance and Service Improvement

At SYHA, our vision is for customers to settle at home, live well, and realise their potential. Our mission is to be a high-performing, sustainable organisation delivering services that are valued by our customers. High-quality, efficient, and effective services are central to this.

To support this, the Board regularly reviews performance, and we were pleased to receive an update on complaints at our recent meeting. We view complaints as a key performance indicator, offering valuable insights and opportunities for learning. We are confident that SYHA has a strong and effective complaints culture.

In line with the Housing Ombudsman's Complaint Handling Code 2024, we reviewed:

- SYHA's 2025 Self-Assessment
- The 2024/25 Annual Complaints Performance and Service Improvement Report

Board members reviewed these documents in advance, asked detailed questions, and considered customer feedback. We were pleased with the honest and thorough reporting, which demonstrated compliance with the Code and a clear commitment to continuous improvement. Notably, we saw positive progress from the previous year and plans for further development.

The Member Responsible for Complaints (MRC) remains actively engaged, and we welcome the recent Tpas audit, which highlighted a positive complaints culture. We look forward to implementing their recommendations.

We also commend the creation of a customer-friendly version of the report, making performance information more accessible. Despite an increase in complaints, SYHA has maintained high standards, showing that the process is both accessible and effective.

We've seen improvements in response times and aim to see further progress this year. Customer satisfaction remains high, and we are committed to ensuring everyone has the opportunity to share feedback on how their complaint was handled.

Looking ahead, we welcome the increased focus on customer needs and diversity data, which will help ensure our services are inclusive and responsive. We will continue to monitor progress and request a six-month follow-up review.

Finally, we thank our dedicated team, including the MRC, for their hard work. We look forward to working with our customers through the new Customer Committee, sharing performance insights and continuing to place customers at the heart of everything we do.