

Customer and Community Network (CCN) Response to the Annual Complaints Performance and Service Improvement Report

On the 25 June 2024, the CCN considered and approved Aster's Self-Assessment against the Housing Ombudsman Complaints Handling Code and the Annual Complaints Performance and Service Improvement Report.

The CCN reflected on the performance data and trends within the report. They acknowledged the work completed over the previous year to review the Complaint Handling Code in an honest, transparent and learning way. This has led to various changes in how complaints are handled within the Aster Group. This includes refreshed training and learning, a review on how compensation is applied, changes to our Policy and Procedures, a new case management approach, work to embed a positive complaints culture and the introduction of learning circles.

The CCN also reflected on the various assurance activities that have happened contributing to the self-assessment and annual report such as reports and discussion sessions at Executive Board, Overlap Board and other committees within the governance structure as well as internal audit activities.

Learning was a particular focus and the CCN considered the ways in which learning is gained and implemented, including the effective role of the Designated Complaints Panel and changes that will evolve as a result of the revised Complaint Handling Code. In their own role the CCN identified the learning reviews from individual complaints that they have been involved in and appreciated the respectful, open and honest way in which these are approached.

Finally, the Member Responsible for Complaints (MRC) reported to the CCN on his own scrutiny of the Annual Report, including a review of the data, discussions with the team and his own spot checks around accuracy and validity.

Based on its presentation to the CCN, the discussion at the meeting and the MRC scrutiny, the CCN are pleased to fully support and approve the Annual Complaints Performance and Service Improvement Report.