

The Board of Trustees Response to the Annual Complaints Report 23-24

Stoll strives to provide an excellent quality of service to all our customers but understand our service will sometimes fall short of a customers' expectations. We will continue to use our complaints to identify areas for improvement in our processes and procedures.

The adoption of the Housing Ombudsman's Complaint Handling Code establishes a strong framework for achieving best practice in complaint handling, ultimately leading to an enhanced service for our customers.

The Annual Complaints Self-Assessment was scrutinised by the Housing Services Committee in May 2024 who ensured that the annual report for 23-24 identifies areas of learning and actions for improvement. The Board is committed to ensuring the actions are completed expediently and will be monitored by the Committee.

The Housing Services Committee approved a new Complaints Policy to be published and promoted widely to all our stakeholders. This policy is part of a broader initiative to promote a complaints culture and improve complaint handling, scheduled for implementation by autumn 2024.

Following a challenging few years regarding the disposal of the majority of our main estate, we are committed to significant improvements in our complaints process and overall customer satisfaction, the whole staff team are attending customer service training using the MGlearning Mindset, Actions and Language Toolkit. We will continuously review the effectiveness of our new practices, seek feedback from customers and colleagues, and swiftly adapt our approaches as needed. We look forward to sharing our progress and the positive impact of these changes next year.

Stoll Board of Trustees

6th June 2024