

My Assurance

IHO Complaints Handling Code Review

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Assurance – IHO Complaint Handling Code

Date of Meeting: Tuesday, March 21, 2026. 11:00am – 3:00pm

Location / Format: Hybrid (In person at BR and on Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Housing Ombudsman Case Manager

Number of Tenants: 10

Summary

The review confirmed that we are compliant with requirements of The Code, with strong processes in place. It highlighted opportunities to improve consistency, particularly in signposting tenants on how to raise/complaints when working with partners and strengthening staff awareness on vulnerability, with a continued focus on improving the tenant experience. The group also indicated interest in gaining a more detailed understanding of the complaint process, through the Complaints Learning Group.

Key Discussion Points

- **Element 1.6: Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.**
 - The general feedback from the group highlighted an opportunity to strengthen the consistency of signposting tenants to the complaints process by third-party contractors, particularly ensuring that tenants are clearly informed on how to raise a complaint.
- **Element 5.1: Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.**
 - The group agreed we were compliant with requirements around reasonable adjustments and keeping records on tenant's vulnerabilities, The group agreed that improved and practical training, beyond e-learning module, will be beneficial as this will introduce lived experience from a tenant's perspective.
- **Element 6.2: Complaints must be acknowledged, defined and logged at stage 1 of the complaint's procedure within five working days of the complaint being received.**
 - Whilst we acknowledge complaints within 5 working days, with considerations for tenant's communications preferences, the group noted that there were challenges that arose because of the multiple channels as there are potential delays with acknowledging complaint based on lived experiences of members of the group.

Decisions Made

There were no specific recommendations from this review as the group felt we were compliant with all the elements of The Code; however, they suggested that we strengthen our approach to the elements highlighted above

It was agreed the following information/processes will be progressed in the Complaints Learning Group.

- a) Overview of the complaints process
- b) Complaints Trends
- c) Compensation Matrix with example
- d) Impact of complaints letter review (6 months)

Actions

- Tenant Engagement & Scrutiny Officer to work with the customer Experience team to more details about the process highlighted above at the Complaints Learning Group

Future Engagement

Next Meeting Date: Q1 - 2027

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk