

## **Midland Heart Board response to Complaints Annual Report 2025**

2024/25 marked the last year of our Making What Matters Brilliant corporate plan. A significant part of this journey was to make sure we delivered reliable, responsive and quality services to tenants.

We recognise the amount of work that colleagues have put in to get us in a position and we are seeing record high levels of tenant satisfaction which tells us we are meeting the needs of our tenants.

What we also recognise through our annual self-assessment and through extensive trend analysis and reporting on complaints performance reports is that we are seeing more tenants tell us when our services don't quite meet the standards we expect. As the governing body for Midland Heart, it's important that we have a culture that encourages and welcomes this feedback from our tenants.

Whilst it's never easy to hear we haven't quite got it right, it's important that we provide an easy and accessible way for tenants to tell us when they aren't happy with our actions. It is reassuring to see as we have progressed through the year, tenants feel better informed and reassured in how we handle these complaints suggesting that not only are we listening, but we are hearing, and we are acting.

We know that from the level of complaints that we uphold that there is more work to do to improve the quality of our services, as well as our overall complaint handling, and this has been recognised in the investment we are placing in our complaints handling team as well as our front-line service delivery.

Having reviewed our annual complaint learning and service improvement report there is clear evidence of how learning from complaints has been taken on board, and importantly this learning is shared with our involved tenants through our newly established complaint learning group which we see as a valuable asset in holding us to account for the delivery of an effective complaint handling service.

The Board is satisfied through the assurances we receive that our approach to complaint handling is effective, our processes are robust and that we have sufficient plans in place to tackle any areas for improvement. We also obtained additional assurance through an internal audit that the improvements we have made provide effective controls and processes to allow us to meet the requirement of the Housing Ombudsman and address the root causes of tenant dissatisfaction at Midland Heart.

The Board receives regular reports on complaint performance and lessons learnt. The improvements made this year are positive and I'm pleased to see the culture of openness and transparency that has been fostered between the board and senior leaders. This ensures complaints made by tenants are seen as a form of insight into how the organisation is managed and how we can improve further in our delivery of services. There is more work to be done, and I'm assured by the actions and commitments in place, we are heading in the right direction.

***Dasos Christou, appointed Member Responsible for Complaints***