

## **HARROGATE NEIGHBOURS HOUSING ASSOICAITON**

### **GOVERNING BODY'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

The board is assured that the self-assessment is a true reflection of HNHA's complaint handling.

The board has discussed the report at a Trustee meeting on Thursday 9<sup>th</sup> April with the CEO and Director of Care Services and the MRC.

The board felt that more robust documentation is required from the senior staff when recording and managing complaints and service delivery. This was agreed as an action through Leadership Team Meetings.

The board asked about a policy for anti-social behaviour, and this was confirmed as being in place and reported separately to comply with the Ombudsman Code of Practice and also that where necessary and appropriate we had access to advocacy.

The CEO also confirmed to the board that any resident who requires assistance with cultural or learning disability is provided with alternative and appropriate forms of access.

The board said that the staff had done well in supporting the tenants at the scheme and that they must continue to take an open and transparent approach to demonstrate accountability to residents and other stakeholders.

The report and submission were agreed by all the board on 9/4/2026