

Saffron Board Members:

Kim Newman (KN) Chair

Asha Cleavelly (AC)

Tom Fadden (TF)

James Francis (JF) – CEO

Jason Margetts (JM)

Tallia Langston (TL) - Member Responsible for Complaints

Alison Inman (AI)

Mike Jolly (MJ)

Rob Lankey (RL)

Neil Watts (NW)

Jayne Sharma (JS)

The Governing Body's (Saffron Board) Response to the Housing Ombudsman Service Compliant Handling Code Self-Assessment

- The Chief Tenant Officer presented the Annual Complaints Performance and Service Improvement Report to the Board covering the period 1 April 2023 to 31 March 2024. The report also outlined Saffron's Self-Assessment to the Housing Ombudsman Service (HOS) Compliant Handling Code.
- The Board acknowledged that good progress had been made in managing and resolving complaints, it was noted that resources in the complaints team had increased during the year due to the sustained increase in the volume of complaints being received, which was a consistent trend in the sector.
- The Board acknowledged that Saffron was in receipt of Saffron's first determination from the HOS in March 2024, with two instances of maladministration and two service failures. The Board noted that there had been valuable learning from this case to identify service improvements through the Service Improvement Framework.
- The Board acknowledged that Saffron had received 507 Stage one complaints during the reporting period, of which 53 escalated further to Stage two.
- The Board reviewed Saffron's self-assessment to the HOS Complaint Handling Code and had received the adequate assurances that the self-assessment was a true reflection of Saffron's complaint handling, which identified full compliance to the HOS Complaint Handling Code. It was highlighted that the Service Quality Committee receive a Complaints Report at each quarterly to provide regular assurances on complaint performance. It was noted the Member Responsible for Complaints was also a Member of this Committee as well as the Board.
- The Board raised that they had received further assurance that additional training had been delivered to staff, executives and the relevant Members following the updates to the Complaint Handling Code.
- The Board acknowledged that a review had been undertaken on all relevant policies and procedures, to ensure that provisions in the new HOS Complaint Handling Code were adopted in all areas of our business, demonstrating the importance of the new statutory requirement. This included a revised Complaints and Compliments Policy which will be published on the Website, along with Saffron's Self-Assessment to the Housing Ombudsman Service (HOS) Compliant Handling Code and the Board's response to the Housing Ombudsman Service Compliant Handling Code Self-Assessment.