

Governing Body the Board' response to Complaints Annual Report June 2025

As the governing body for Sustain UK we are committed to the highest standards in service delivery and understand the importance of treating our tenants fairly and with respect.

We also understand that sometimes we will make mistakes when delivering services and this means we must have a positive issues and complaint handling culture in place to put things right quickly.

Importantly we are constantly looking to ensure we learn from our mistakes.

We have reviewed our self-assessment against the Complaints Handling Code quarterly at our Tenant Engagement & Empowerment Committee and at Board.

We are pleased to note that the self-assessment process was undertaken in collaboration with our tenants as part of the Board agreed Tenant Engagement Strategy. This has allowed us as a Board to be able to review performance from a point of compliance with the Ombudsman's expectations and to see how our performance aligns to the needs of our tenants.

Having subjected our approach to complaint handling scrutiny and challenge, including from Tenants in the Tenant Satisfaction Survey, and noting that our processes have been reviewed by the Regulator for Social Housing and found to be robust. In addition we have had our processes independently audited and they have been found to be good. We are satisfied that we comply with the code. This compliance is certified by the Tenant Engagement & Empowerment Committee, The Board and Executives as part of agreeing our Annual Report and Accounts every year in September. A statement of compliance is published each year with this annual report.

As a Board through our Tenant Engagement & Empowerment Committee we receive quarterly performance information to review how well the organisation is handling complaints. We also consider broader learning from others through the Housing Ombudsman Spotlight reports.

Our performance report has highlighted the issue of tenant satisfaction with support plans and provision, as a Board action has been taken to continue to mitigate and control this issue including increased scrutiny on support inspections and the tenant journey, and the direction and roll out of a new support plan IT system which ensures correct planning, openness, and an ability to monitor and improve activities.

To ensure the Board is satisfied we have an effective complaint management process and we take a positive approach to learning we have sought assurance in a number of ways. This has included: • Internal Audit activities as directed by Audit and Risk Committees – including a provider framework review • External accreditation to meet the Customer Service Excellence framework through adoption and engagement with the Birmingham City Charter Mark and Supported Exempt Accommodation Quality Standards.

Surjit Khaira

Surjit Khaira (Chair of the Board)