



MAJOR HOUSING ASSOCIATION

COMPLAINTS REPORT 2023/24

1.0 PURPOSE/EXECUTIVE SUMMARY

This report outlines the complaints received by Major Housing Association during the reporting year 2023/24. The report has been prepared in accordance with regulatory requirements and aims to provide transparency in our operations.

Major Housing Association is pleased to report that no complaints were received during the year 2023/24. This result reflects our commitment to providing high-quality housing services and ensuring customer satisfaction.

2.0 RECOMMENDATION

The Board are requested to scrutinise and ratify this report.

3.0 COMPLAINTS DATA

Total Complaints Received

- Number of complaints: 0
- Period: April 3, 2024, to March 31, 2024

4.0 Analysis

- No complaints were lodged during the reporting period.
- This result indicates effective management of customer relationships, proactive issue resolution, and alignment with best practices in tenant engagement.

4.1 Steps Taken to Ensure Customer Satisfaction

1. Proactive Communication

Regular engagement with tenants through newsletters, meetings, and surveys to address concerns before they escalate.

2. Efficient Maintenance Services

Prompt response to maintenance requests, ensuring minimal disruption to tenants.

3. Dedicated Customer Support

A dedicated support team available to address inquiries and provide resolutions swiftly.



4. Continuous Improvement

Implementation of feedback loops to refine processes and enhance service delivery.

5.0 Learning and Improvements

While no complaints were received in 2023/24, Major Housing Association remains committed to continuous improvement by:

- Monitoring tenant feedback regularly.
- Strengthening communication channels.
- Conducting annual reviews of policies and procedures to uphold service standards.

6.0 Conclusion

The absence of complaints in 2023/24 is a testament to Major Housing Association's dedication to delivering exceptional services. We will continue to prioritise the satisfaction and well-being of our tenants while maintaining transparency and accountability in our operations.

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