



Hibiscus Housing Association Limited

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Hibiscus Housing Association Limited Board of Management's Response to the Annual Complaints Performance and Service Improvement Report

The Hibiscus Board received the Annual Complaints Performance Report at the Board of Management meeting on 27th March 2025. The Board had no concerns that the report had no complaints during the period 01 April 2024 to date. This was an excellent achievement by the organisation, which is not surprising, particularly as the Housing Team's office is located at Hibiscus House, as do the tenants. Staff have developed strong trusted protocols that tenants have welcomed, as staff are easily accessible and therefore, all housing related issues are dealt with speedily and effectively before it can develop into a minor complaint, or otherwise.

Hibiscus has a strong culture of service delivery and continual improvement which has resulted in the organisation not receiving any complaints during the year to date. Staff training is a priority, particularly in customer service and promoting complaints handling procedures to our tenants. This has ensured strong positive relationships are maintained between tenants and staff. The Board of Management supports the proactive approaches the housing team have developed towards minimising complaints.

The Board regularly receives reports on all customer feedback and is fully committed to providing excellent services for tenants. We are pleased to publish this report and to share our response to it with our tenants to keep them informed on how we are doing and how we aim to improve our services going forward

It was agreed by the Board to publish the annual complaints performance and service improvement report, the self-assessment form along with the governing body's response to the report on the landlord's website.

In addition, we are happy to announce our commitment to the complaint handling processes with the updated Ombudsman Complaints Handling Codes, effective from 1st April 2024. Our detailed self-assessment underpins our compliance, and we are committed to continually improving our practices and keeping our tenants informed going forward.

Yours sincerely

Dr Herbert Griffiths
Chairman
Hibiscus Housing Association Limited
27/03/2025