**Response to Annual Summary of Complaints and Self-Assessment**

Quote from Helen Watkinson, Resident and Chair of Scrutiny Panel:

***“I’m pleased to see such an honest assessment of performance reported in the Self-Assessment this year. I am a member of the Housing Ombudsman’s resident panel and this is the kind of reporting needed. Scrutiny Panel have recently signed off a review into complaints communication and witnessed some of the improvements to complaints handling and service requests that will feed through to next year’s report. I was easily able to sign off the self-assessment as Chair of Scrutiny Panel.”***

Quote from Gail Puttock, Resident Group Board Member and Member Responsible for Complaints:

***“There has been a real change in approach to complaint handling in recent months and I am delighted that the self-assessment is transparent and honest in its findings. At emh, we don’t always get things right, but what I am now seeing is that we learn from our mistakes and champion the resident in our responses. We have more work to do, but I am confident that next year’s report will show real improvements and I am happy to recommend sign off of the assessment and this report to Group Board.”***

Quote from Andrew Murtha, Chair of Resident Influence Committee and Group Board Member:

***“At my first meeting as Chair of the Resident Involvement Committee (RIC), I was tasked with recommending the Annual Summary of Complaints for 2024/25 for approval. This summary, which reflects the previous financial year, is detailed and factual, and importantly, it provides clear evidence that residents’ voices are being heard and acted upon.***

***Five months into the new financial year, the same meeting also highlighted significant improvements to the complaints service—improvements that were recognised by both emh staff and tenants. These developments will be reflected in next year’s report, but it is encouraging to see such progress already taking shape.***

***In a less formal meeting between RIC members and housing regulators, members were full of praise for the strides made in listening to tenants and the quality of information now being shared with us. This informal feedback reinforces the formal findings and reflects a growing confidence in the complaints process and wider engagement mechanisms.***

***At the RIC meeting, there was unanimous agreement to recommend the Annual Summary of Complaints for approval by the Group Board.”***