

Futures Complaint Handling Code self-assessment – Response from Member Responsible for Complaints and Insight Committee Chair on behalf of the Board

Customers and their needs are fundamental to our work at Futures Housing Group. We clearly signal this to all our employees by putting customers front and centre in our corporate plan and in our values. We also make it clear to our customers through regular communication that we both seek and value their feedback – good and bad – and provide multiple channels for them to provide it.

We are committed to continual improvement and our business transformation team delivers an ongoing programme of reform throughout the business that is evidence-based and consistently designed to make customer experiences as positive and effortless as possible.

Our in-house research and intelligence team works alongside third-party suppliers to seek and collate customer feedback. This is systematically and regularly monitored within our governance structure and relevant senior management and oversight groups are charged with taking corrective action when significant performance issues are identified.

We see effective complaint handling as an essential part of our work and it is managed by a dedicated in-house team. They are supported in their work by colleagues and processes, including a new customer relationship management system, to quickly identify and respond to customer concerns. Learnings are captured and also feed into our continuous improvement processes.

Our Insight Committee is a sub-committee of the Board and includes customers, Board representatives and an independent member. The Committee is accountable for ensuring that Futures Housing Group complies with the Housing Ombudsman's *Complaint Handling Code* as part of a suite of performance management responsibilities. Insight Committee reviewed our self-assessment against the code on 14 March 2024. This included scrutinising evidence against all nine sections, namely:

1. Definition of a complaint
2. Exclusions
3. Accessibility and awareness
4. Complaint handling staff
5. The complaint handling process
6. Complaint stages
7. Putting things right
8. Self-assessment, reporting and compliance
9. Scrutiny and oversight: continuous learning and improvement.

Based on this review the Committee is satisfied that we currently comply with the Code and is supportive of a continuous improvement plan in our handling of complaints.

Ciara McMillan

Ciara McMillan
Board member / Chair of Insight Committee / Member Responsible for Complaints (MRC)

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