

## Appendix 5: Board Response Statement

### Complaint Handling Code Self-Assessment 2025/26

- The Board of Housing for Women has reviewed and approved the organisation's Complaint Handling Code self-assessment for 2025/26.
- The Board acknowledges that during 2024/25 the organisation experienced senior leadership and management turnover, which had a temporary impact on aspects of complaint handling, including response times and the consistency of audit trails. The Board notes that Housing for Women received a number of Complaint Handling Failure Notices from the Housing Ombudsman during this period.
- The Board is satisfied that these issues have been openly acknowledged and that appropriate corrective action is taking place. Replacement senior leadership and management appointments are now in place, providing stability, clear accountability, and improved oversight.
- The Board takes assurance that:
- The self-assessment is honest, evidence-based, and aligned with the Housing Ombudsman Complaint Handling Code and addresses the 20 recommendations, outlined in the Housing Ombudsman review of the HFW complaints policy in August 2025.
- Learning from Housing Ombudsman determinations, Spotlight and Insight reports, and Complaint Handling Failure Notices is being reflected into policy, process, and practice
- Complaint handling arrangements reflect a trauma-informed, equitable, and resident-focused approach
- Governance oversight, and proposed changes to reporting, and scrutiny arrangements are effective and robust
- The Board supports the 2025/26 Complaints Learning and Improvement Plan and will monitor progress against agreed actions through regular reporting.

### Signed on behalf of the Board:



Name: Troy Henshall

Role: Chair / Member Responsible for Complaints

Date: 9/2/26

#### Head Office and Registered Office

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Housing4Women



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