



# MASONIC HOUSING ASSOCIATION

## **Governing body's response to Annual Complaints and Service Improvement Report**

Masonic Housing Association is committed to maintaining the highest standards of service and ensuring that tenants' views and concerns are heard and respected. MHA recognises that effective complaint handling and feedback fosters ongoing improvement in the services provided and how they are delivered. Our annual assessment against the Housing Ombudsman Complaint Handling Code not only ensures compliance, but demonstrates MHA's commitment to transparency, accountability, and continuous improvement.

The Board of MHA takes complaints very seriously and has delegated the Finance & General Purposes Committee to oversee the complaint handling process under the leadership of Kai Hughes. The Board understands that things can sometimes go wrong and, whilst MHA is proud to have received no formal complaints in 2024, recognises that tenant complaints provide an invaluable opportunity to hear concerns, understand experiences, and implement change for the better.

MHA's local house committees provide a valuable tool for ensuring tenants' views are represented. Members assess the quality of services and challenge performance to ensure we are working to the highest standards. It is hoped that via these house committees, the subject of complaints will have a raised awareness and help tenants to feel comfortable making complaints. MHA recognise this as a positive opportunity to further improve the services provided.

The Board of MHA also recognises the importance of the work of the Housing Ombudsman and the Regulator of Social Housing increasingly holding the sector accountable for the quality of services provided. MHA is never complacent and is committed to working closely with residents to understand their concerns and continually improve the quality of its housing services. Tenant feedback is essential in helping achieve this, and we are dedicated to making meaningful improvements based on residents' insights.

Kai Hughes

Board Member and Chair of Finance and General Purposes Committee