

March 2025

People & Culture Committee (PAC) Governing Body Statement for 2024 Housing Ombudsman's Complaint Handling Code Annual Submission. *

Agamemnon takes pride in fostering fairness, transparency, and consistency in its approach to complaint handling, recognising its importance in building trust and delivering excellent service to tenants. Through a series of proactive measures, the Association has reinforced its governance framework to ensure complaints are addressed effectively and in alignment with regulatory standards and tenant expectations.

Key improvements were made to the Business Continuity Plan, which clearly defined colleagues' responsibilities during a Bank Holiday weekend to prevent operational disruptions. Following a website malfunction, decisive actions were taken, including redirecting tenants to a secure alternative website and updating email signatures and public notices to maintain communication.

The Association also prioritised cybersecurity by achieving Cyber Essentials accreditation to safeguard tenant data from future threats.

Agamemnon acknowledges the importance of maintaining seamless communication across all channels. To this end, landline voicemail messages were updated with emergency repair contact details, ensuring tenants have easy access to critical information. Additionally, mobile notification settings were adjusted to improve visibility of missed calls, emails, and voice messages on colleagues' mobile screens, enhancing response times to tenant concerns during out-of-hours operations.

Tenant engagement remains central to Agamemnon's complaint handling strategy. The establishment of the Tenant Liaison Panel (TLP) has provided tenants with a platform to share their experiences and perspectives, enabling the Association to identify areas for improvement and adapt its services accordingly. Improvements were made to the Housing Management System, refining the processes for reporting complaints and repairs to ensure alignment with the Housing Ombudsman's code and regulatory requirements.

Professional development is also a cornerstone of Agamemnon's commitment to consistent complaint handling. Court Managers received additional training, including enrolment in Chartered Institute of Housing qualifications, equipping them with the skills and knowledge needed to respond promptly and empathetically to complaints. This investment in colleague development promotes a culture of accountability and excellence.

Transparency and rapport with tenants have been further strengthened through initiatives like coffee mornings with a Fire & Rescue Officers. These informal gatherings created opportunities for tenants to engage in discussions about fire safety policies and practices, providing clarity on decisions made and fostering trust.

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Agamemnon also commissioned a new website to adhere to the Housing Ombudsman's complaint handling code and reflect industry best practices. This demonstrates its commitment to providing tenants with accessible and user-friendly resources to raise concerns and track resolutions.

A review of PPE was conducted to ensure colleagues were equipped for clean-up operations involving foul water, reinforcing Agamemnon's dedication to tenant and colleague safety.

Collectively, these measures reflect Agamemnon's unwavering dedication to fairness, consistency, and continuous improvement in complaint handling. By addressing operational, technological, and cultural aspects of governance, the Association has established a robust framework that prioritises tenant satisfaction and regulatory compliance.

Agamemnon's proactive approach ensures that tenants' voices are heard and valued, strengthening trust and fostering a positive relationship between tenants and the Association.

Through these initiatives, Agamemnon continues to demonstrate its commitment to delivering high-quality, transparent, and consistent complaint resolution processes.

Yours Sincerely,

Sue Dewey

Sue Dewey OBE
Chair of the People & Culture Committee (PAC)
Agamemnon Housing Association

Note:

*Final draft will be signed off following next PAC meeting.