

PALM HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

MANAGEMENT'S COMMITTEE'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Management Committee has received and adopted:

- the 23/24 annual complaints performance (covering complaints received between 1 October 2023 and 30 September 2024) and service improvement report for residents living in homes owned by Palm HC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by Palm HC and managed by Co-op Homes, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling. The MRC and the Committee have updated its complaint policy and considered and approved the self-assessment that Palm HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given the size of Palm HC, the Co-op does not have enough complaints to learn from trends, but we have reported on the learning from 4 individual complaints received in 23/24 that were handled by CHS on behalf of Palm HC. The Co-op did not receive any complaints in 23/24 that were handled by Coin Street on behalf of Palm HC.