

Lumen Housing Complaints Performance and Service Improvement Report



Response to the Complaints Service Improvement Report from Claire Stone, Lumen Housing Board Chair & Member Responsible for Complaints

In the last twelve months Lumen Housing Association has only received one formal complaint. This is low even as a proportion of our small number of homes. Lumen has responded in two ways.

Firstly, procedural changes have been made to address the issue raised in the complaint, and preventative action has been put in place as a result of gaining access to the Universal Credit portal. This was achieved with the support and guidance of one of our board members.

Secondly, we continue to promote the complaints procedure in a variety of ways to make sure that all our residents have both the knowledge of, and easy access to our complaints process if they are not satisfied with any aspect of the service Lumen delivers. We want to encourage all forms of feedback and are keen to learn so we can meet the needs and expectations of our residents.

The Board continue to receive reports on the volume of complaints at every meeting and are asked to confirm their satisfaction with both the approach to and performance in addressing complaints.

The Board has reviewed Lumen's self-assessment against the Housing Ombudsman's Complaint Handling Code and is satisfied that it accurately reflects Lumen's approach to complaint handling.

Members are also asked to approve this submission as compliant with the regulatory standard.