



**Pivotal Housing Association
Governing Board Response to our
Self-Assessment against the
Housing Ombudsman's Complaints
Handling Code**

3rd November 2025

Requirement of the Pivotal Housing Association Board (the “Governing Body”)

The Housing Ombudsman's Complaint Handling Code requires one member of the governing body to have lead responsibility for complaints. This role is responsible for ensuring the governing body receives regular information on complaints that provides insight and learning on the landlord's complaint handling performance.

Pivotal Housing Association are working with the Board of Trustees to identify a Board lead for Complaints Handling who takes on this role and liaises with the Head of Operations from time-to-time.

As a minimum, the governing body should receive:

The full governing body receives a quarterly report which updates the board on the volume, and outcome of complaints, alongside complaint handling performance. As and when necessary, this will include compliance with the Housing Ombudsman's orders. The report reviews issues and trends arising from complaint handling.

The implementation of management responses is tracked on the Pivotal Housing Association database and monitored by the Complaints Officer weekly, and by the Head of Operations and the Executive Team to ensure they are delivered to agreed timescales.

The annual self-assessment against the Complaint Handling Code will be reviewed by the Board Complaints Lead for scrutiny and challenge.

Other information that is included in the report to the Governing Body is:

Resident feedback – To enable discussion of key themes or concerns for residents, recognise success and identify further actions that may be required, Pivotal Housing Association reviews and identifies key actions that arise from in-depth analysis of quarterly independent research of the Tenant Satisfaction Measures. This is carried out by our Audit and Quality team comprising the Complaints Officer, the Head of Support, and the Head of Operations. In addition, the Senior Leadership Team the associated “Key Learning” document to identify good practice and opportunities for improvement Complaints Handling Process.

Pivotal Housing Association Board's Response to the Complaints Handling Self-Assessment 2024-25

This response, delivered by the Pivotal Housing Association Board Champion for Complaints on behalf of the Pivotal Housing Association Board, is to provide assurance that the self-assessment is a true reflection of the landlord's complaint handling.

The self-assessment carried out by the Complaints Officer has been reviewed by the Complaints Champion on behalf of the board and will be presented to the Governance Committee and a summary to the full board.

The Board Champion has recognised how the Complaints Process, including the Complaints Policy and other related policies, have been amended to take account of learning from:

- changes to the Ombudsman's Complaints Handling Code
- reviews of internal practice, monitoring and reporting on compliance with Pivotal Housing Association's Policy and the Code (in particular meeting target timescales for Stage 1 and Stage 2 outcomes)
- scrutiny of independent research
- regular and frequent monitoring and reporting of Complaints Handling performance.

The analysis and reporting have led to:

- improved tracking of complaints responses which is delivering improved response times.
- company-wide training on complaints recognition and complaints handling.
- provision of improved flow-charts and template letters for managers handling complaints
- improved and swifter recognition and action relating to service requests, ASB and complaints that are not articulated as such by customers.

Overall, Pivotal Housing Association has a clear focus on improving complaints handling has robust and improving scrutiny of its performance and a willingness to identify and learn when things could be done better.

The self-assessment shows compliance with all areas of the code but room for improvement especially in the response times for complaints. There are processes in place and reports which identify how this will be done and how Pivotal Housing Association will assess its performance against the targets in the Code and in its policy.

Joy Malyon, CEO
Pivotal Housing Association Board.