

### Director Responsible for Complaints Report

As Member Responsible for Complaints on the Board, I note the production of the Annual Complaints Performance and Service Improvement Report and the positive compliance highlighted in the annual self-assessment against the Complaint Handling Code.

The Board is aware of the importance of effective complaint management, especially for a young organisation like Vivere Living. Complaints help us learn how we are doing and what we need to put right.

It is pleasing to note Vivere's compliance with the Complaint Handling Code and the work that has been undertaken in the year through training sessions and workshops to improve the culture around customer complaints. Vivere is aware that good customer service will attract new customers to live in our homes and that is a key objective of the organisation.

The Annual Complaints Performance and Service Improvement Report notes that we can make improvements around our complaint handling and customer satisfaction, although our volume of complaints is low. The Board are cognisant of complaints being our direct line to the views of customers, along with our Tenant Satisfaction Measures. Therefore, we endeavour to deep dive into complaint issues where possible. Despite the small number of complaints, it is feasible for the Board to have longer discussions around these issues, when significant. For instance, the introduction of Awaab's Law in 2025 will bring particular scrutiny around the management of damp and mould and Vivere will endeavour to be at the leading edge of responding to this issue with the appropriate care and professionalism.

Even with Vivere not generating a large volume of complaints, there has been some useful learning derived from analysing the complaints this year and the team has developed a service improvement plan to be implemented during 2025. This should see further improvements in the services Vivere provides its customers.

*Gavin Angell*  
*Director Responsible for Complaints*

Formal Board response from board meeting

The Board supported the comments of the Director Responsible for Complaints and noted the contents of the Annual Complaints Performance and Service Improvement Report. The Board is confident that the actions being taken will result in improved complaint handling performance in 2025 and an enhanced service for customers.