Empower Housing Association

Housing Ombudsman Complaint Handling Code: Action Plan

Updated June 2022

Area of non-compliance`	**Action**	**Lead**	**Progress/Action**
These lessons have not been shared with: a) Residents b) The Board c) In the Annual Report	a) Compile data on complaints by type, identify any trends, share performance data and what has changed as a result of complaints on Empower website	Nicola Norris, Benefits Manager	2021/22 Annual report to be published by Sept 22
	b) Will be incorporated into wider governance review 2021	Lee Sugden, Interim CEO	Complete - Complaints Policy and Procedure approved 23.02.22
	c) Within 2021/22 Annual Report include a section on complaints trends and lessons learnt.	Nicola Norris, Benefits Manager	2021/22 Annual report to be published by Sept 22