

BOARD STATEMENT ON COMPLAINTS



SGH

St George Housing



THE BOARD STATEMENT ON COMPLAINTS 24/25

The Board, which includes the Chair, Mr David Short who is the Member Responsible for Complaints at SGH, have reviewed the complaints self-assessment and service improvement report and complaints policy and make the following statement.

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At St George Housing (SGH), we are committed to providing high-quality services to our residents. When issues arise, it is essential that they are addressed quickly and fairly. Complaints handling has therefore been a top priority, and we have taken significant steps to strengthen our approach over the past year.



A self-assessment of our complaints handling service confirms compliance with the Housing Ombudsman's Complaints Handling Code (April 2025). The Board has reviewed this self-assessment in detail to ensure it accurately reflects our practices and provides a reliable measure of performance. While we are pleased to confirm policy compliance, we will not be complacent.” We are committed to continuous improvement and to ensuring that residents’ voices remain central to how we operate.. ”



As part of this commitment, we are:

- Reviewing our onboarding process with managing agents to ensure tenants receive clear and consistent information about how to raise complaints.
- Improving the channels available for residents to submit complaints, including online, by phone, and via WhatsApp.
- Strengthening our governance reporting to ensure the Board receives regular updates on complaint volumes, outcomes, and trends.
- Reviewing our compensation framework to ensure fairness and transparency when redress is required.



The Board and Executive Team have also embedded a performance framework for complaints, providing assurance that lessons are being learned and improvements made. This framework strengthens oversight and ensures SGH remains well positioned to demonstrate compliance and continuous improvement in the year ahead.

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DANIEL HORT

CHAIR OF THE BOARD & BOARD LEAD ON COMPLAINTS

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