

## **Trustees Response to St Mungo's Annual Complaints Review 23-24**

As Client Services Committee Chair, I am the Member Responsible for Complaints.

St Mungo's Board is committed to ensuring that people who complain to St Mungo's receives a considered and timely response which comprehensively addressed all issues raised and apologises and put things right when we have got them wrong. The Board also oversees processes which highlight and share the learning from complaints, to ensure St Mungo's uses complaints to continuously improve the service we provide.

St Mungo's Board monitors complaints performance on a quarterly basis, in particular, response times and any adverse findings from the Housing Ombudsman.

The Client Services Committee reviews a quarterly and annual complaints report detailing numbers of complaints, response and acknowledgement timescale compliance, any findings from the Housing Ombudsman, key emerging themes of complaints, learning points and improvements made and planned.

At the June 2024 meeting of the Client Services Committee, we approved the changes made to the St Mungo's Complaints policy to ensure it is fully compliant with the Housing Ombudsman's Complaints Handling Code.

Also, at this meeting, the Client Services Committee considered the Annual Complaints Review. The Committee appreciated the attention given to positively and fully resolving complaints. However, it was also highlighted that improvements are required to ensure we respond to complaints within timescale and the Board and Client Services Committee will be monitoring this compliance indicator for improvements throughout 2024/25.

Philip Moore

Chair of the Client Services Committee

28 June 2024