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| **Extract from Board minutes 18th March 2024** |
| **Housing Ombudsman Complaints Code Self-Assessment** |
| Staff advised Board of the changes taking effect on the 1st April 2024 which are aligned to the new regulatory framework,  North Star must comply with the Complaints code, and the self-assessment of performance against the standards was attached for Board’s scrutiny. A series of improvements have already been implemented and North Star remains focused on delivering quality services to customers. The new Housing Management system has already led to improvements in reporting, monitoring, and identifying themes. Staff advised that North Star complies with the code.  An annual report will be brought to Board in June 2024, and staff will work with the nominated Board member on their role. The Chair thanked those who have expressed interest in being the nominated Board member. The selection will be finalised in April 2024.  Board was advised that Carole Richardson will be the senior organisational lead.    Board **approved** the Complaints Handling Code self-assessment. |