

ACH Board Statement

Sep 2024

“We are committed to using feedback from customers to improve what we do. Despite our passion and diligence, we know sometimes things go wrong. When they do, our priority is to work with the customer to resolve the issue in a timely and respectful manner.

The ACH Board received the annual complaints performance and service improvement report, and the annual self-assessment against the Complaint Handling Code on 18th September 2024. The Board’s role is to adopt an evidence based approach to scrutiny data, performance information and levels of customer satisfaction to provide assurance that ACH are managing complaints in line with our Complaints Policy and the Ombudsman Complaint Handling Code.

In reviewing compliance, we have adopted an improvement focus and have identified several improvement actions which we will progress during the year. To support effective implementation, these actions will form an Improvement Action Plan which will be monitored by the Board at agreed intervals to ensure successful achievement . A number of new methods, systems and training have been introduced which have resulted in improvements in consistency, communication, and the speed with which complaints as well as repairs can be reported, filed and completed. However, as clearly set out in the report, we have identified that more needs to be done to ensure we continue in delivering the best possible service.

The board has therefore approved a range of priorities including further investment in; staff training and development, integrated IT system to help produce dashboard for KPIs to monitor, and exploring how to carry out cultural sensitive customer satisfaction and feedback.

As the Board of ACH we are satisfied that we are compliant with the requirements of the code, whilst a lot have been done over the year in terms of complaint handling, we recognise there is more we need to do and we are fully committed to monitoring our progress.”