



Governing body's response to Annual Complaints and Service Improvement Report

Poplar HARCA understands that things can, and do, go wrong. Resident complaints give us an invaluable opportunity to hear concerns, understand experiences, and effectively address issues. This feedback is crucial—it helps us learn, adapt, and improve.

We pride ourselves in ensuring residents are represented on our Board and Committees. The focus of Poplar HARCA's Services Committee and Board is to provide the best services to residents and service users. Members rigorously scrutinise the quality of services, analyse trends, and challenge performance to ensure we are working to the highest standards.

As the Board Lead for Complaints and Chair of the Services Committee, I am deeply committed to making it easier for residents to raise concerns and ensuring issues are promptly resolved. I recognise the importance of the work of the Housing Ombudsman and the Regulator of Social Housing increasingly holding the sector accountable for the quality of services provided. Poplar HARCA's Annual Complaints and Service Improvement Report shows an increase in the number of complaints—a trend that mirrors the reported experience of housing providers across the country.

While we are compliant with the Housing Ombudsman's Complaints Handling Code, there is always room for improvement. With fellow Board and Committee Members, my role is to ensure that Poplar HARCA is never complacent. We are committed to working closely with residents to understand their concerns and continually improve the quality of our services. Resident feedback is essential in helping achieve this, and we are dedicated to making meaningful improvements based on residents' insights.

Shabana Yousaf, Lead Board Member for Complaints and Chair of the Services Committee