

Complaints accreditation

The relationship between landlords and customers has never been more important. Themes throughout the White Paper reinforce the requirement for transparency, meaningful engagement and listening, and acting upon, customer feedback. Housemark's complaints accreditation provides an independent in-depth assessment of your current performance and practices, so you know where you stand and what to do next.



This has given us confidence that we are ready to deliver on the requirements of the recently published Social Housing White Paper

Key benefits:

- Independent assurance for board, residents and other stakeholders on your current processes and practices.
- External validation of your approach and commitment to handling customer complaints and feedback.
- Demonstrate how you make a difference to your customers in the context of regulation and your organisation's aims and ambitions.
- The only nationally recognised complaints accreditation scheme for the housing sector, developed with the Housing Ombudsman Service.

What is the Housemark complaints accreditation?

Our complaints accreditation is an independent assessment of your complaints service against a series of complaints commitments and building blocks. Our criteria is based on sector best practice and advice from the Housing Ombudsman Service. Together, we use the accreditation process to improve your complaints service and processes, as well as demonstrate how you're responding to your customers.

Who is this accreditation for?

Any social landlord in England that wants to recognise excellent services and highlight where you can go from good to great. This a robust and in-depth process that will see successful participants awarded an accreditation for three years.

How does the accreditation process work?

The process is designed to offer an independent challenge to landlords' self-assessments as well as organisations' complaints services. There is a self-assessment as well as colleague and customer interviews, document reviews, and case management reviews. Trained and experienced assessors deliver the assessment with support from the wider project team to ensure the process is outcome focussed.

What will we receive at the end of the process?

You'll receive a full report with an assessment of current performance against each of the building blocks and commitment criteria. This will show you what is working well, and where you can improve, with tangible recommendations. We'll confirm if you have been successful in achieving the standard for the three-year accreditation.

Price:

From £7,995+VAT each for Housemark members.

Get in touch:

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The Housemark logo, featuring a blue plus sign followed by the word 'housemark' in a bold, blue, sans-serif font.