

Customer Voice Committee (CVC) -Response to the Annual Complaints Performance and Service Improvement Report that was discussed on the

On the 17 June 2025, the CVC considered and approved Aster's 2024/25 self-assessment against the Housing Ombudsman Complaints Handling Code and the Annual Complaints Performance and Service Improvement Report.

The CVC reflected on the performance data and trends within the report. They acknowledged the work carried out over the last year to review the Complaint Handling Code with integrity, openness, and a commitment to learning. This has led to various changes in how complaints are handled within the Aster Group including the introduction of a dedicated case manager team. This has resulted in several improvements to Aster Group's complaint handling processes, most notably the establishment of a dedicated case manager team to support operational leaders.

The CVC also noted that although there has been a significant increase in the volume of complaints, Aster has been able to improve its performance in terms of compliance with the housing ombudsman service timescales.

The CVC also reflected on the various assurance activities that have happened contributing to the self-assessment and annual report such as reports and discussion sessions at Executive Board, Overlap Board and other committees within the governance structure in addition to internal audit activities.

The CVC also considered the latest housing ombudsman landlord report for Aster (2023/24 – published in November 2024) which showed Aster performing strongly compared to other similar size landlords. The conversation also touched on the Ombudsman's guidance regarding remedies and compensation.

The CVC identified that learning is now considered in all complaints and appreciated the respectful, open and honest way in which these are approached.

Finally, the Member Responsible for Complaints (MRC) provided the CVC with an account of his independent review of the Annual Report, which encompassed data analysis, engagement with the team, and individual verification checks to ensure accuracy and reliability.

Based on its presentation to the CVC, the discussion at the meeting and the MRC scrutiny, the CVC are pleased to fully support and approve the Annual Complaints Performance and Service Improvement Report.