

OCLT Board Statement on the Annual Complaints Handling Report and Self Assessment 2024/25

This statement accompanies our Annual Complaints Handling Report and Self Assessment 2024/25 to provide assurance that the board has scrutinised the report and its findings.

At our meeting on 17 November 2025, the Board reviewed the Annual Complaints Handling Report and the associated Self Assessment.

The Board noted the extent and nature of OCLT's responsibility for Complaints:

- i) to ensure that that complaints in respect of management services undertaken by Soha on behalf of OCLT are responded to and dealt with in accordance with the Ombudsman's Complaint Handling Code; and
- li) to ensure that OCLT's policy, procedure and practices also comply with the Code.

The Board noted that work is underway to ensure that the Management Agreement with Soha adequately covers OCLT's responsibilities; and that Soha has now been requested to include information about complaints in its quarterly reports to OCLT. The Boards also considered Soha's response to the Complaint Handling Code and the issues raised therein, and noted evidence of the learning that has been undertaken in the Complaints Working Group and resulting policy changes.

The Board noted that no complaints were received by OCLT during 2024/5, and that one complaint was submitted to Soha during that period and satisfactorily concluded.

OCLT's Board is satisfied that the Annual Complaints Handling and Service Improvement Report 2024/25 is an accurate and honest account of OCLT's approach to Complaint handling and compliance with the Housing Ombudsman's code.

Fran Ryan
Chair

Miriam Mutizwa
Member responsible for Complaints