



DOVE PARK

Board Response to Complaints and Service Report





Board Response to Complaints and Service Report 2023-2024

In considering the Housing Ombudsman Complaint Handling Code, the Board of Dovepark Properties Ltd (“DPL”) noted that there were some areas where DPL was not compliant, or work was in progress to strengthen compliance.

The key area to improve compliance was having named individuals to deal with complaints. The complaints are received and dealt with by the Lettings Team within the wider Comer Homes Group and Property Redress Scheme. Caroline Comer was appointed as the Member Responsible for Complaints (the “MRC”) at the Board meeting on 22 January 2025.

The Board also considers its compliance against the British Property Federation’s Code of Governance for For-Profit Registered Providers of Social Housing, which includes culture and relationships with residents and key stakeholders, and commitment to equality, diversity and inclusion.

The Board recognises that receiving complaints and ensuring that they are dealt with in a timely and appropriate manner is an important way to improve services within DPL and the wider Comer Homes Group. This includes clear communication with residents on how to raise a complaint; how their complaint will be dealt with; actions taken in response to their complaint; and how to escalate their complaint if they are not happy with the response or remedy received.

The Board would like to take the opportunity to thank all those involved with DPL properties, staff and colleagues, and to reiterate their commitment to being a learning organisation in relation to all aspects of DPL and the wider Comer Housing Group.