



**DRAFT MINUTES OF THE ASPIRE HOUSING BOARD MEETING**  
**HELD AT THE MARRIOT HOTEL, KEELE**  
**ON MONDAY 24 JUNE 2024 AT 4.30PM**

**Non-Executive Directors:**

Aman Dalvi AD  
 Neale Clifton NC  
 Liz Barnes LB  
 David Hunter DH  
 David Woodward DW  
 Patricia Baker PB  
 Jane Atherton JA  
 Amanda Palmer AP

**Executive Directors:**

Sinéad Butters, Group Chief Executive SB

**In attendance:**

Dan Gray, Executive Director, Place DG  
 Andrew Palmer, Executive Director, Finance AJP  
 Andrei Szatkowski, Executive Director, People AS  
 Paul Medford, Company Secretary PDM  
 Beth Weaver, Deputy Company Secretary BW

**Apologies:**

Paul Northcott PN

65/24	<p><b><u>Annual Complaints Report</u></b></p> <p>AS noted that the self-assessment against the HOS Complaint Handling Code was completed on an annual basis and shared with OASIS and the CARE group to gain a customer perspective prior to this being submitted to the HOS. Aspire was compliant with all requirements of the Code. A new Annual Complaints and Self Improvement Report had been produced which would also need to be published on Aspire’s website and shared with the HOS. JA had been involved in the initial drafting of the report as the MRC.</p> <p>PB noted a typo on page 153 of the pack; ‘contractor code of contract’ should read ‘contractor code of conduct’.</p> <p>SB noted that the Executive Team felt that the Annual Report would need to be tweaked further following the Board meeting to ensure that the tone of the report was more reflective of the feedback received from customers regarding satisfaction with complaint handling in order to give a more balanced view.</p> <p>JA referenced the self-assessment and suggested that the requirements which included commentary ‘as above’ should be further expanded to include a more detailed narrative for each individual requirement of the Complaint Handling Code.</p> <p>The Board:</p> <ul style="list-style-type: none"> <li>• <b>Approved</b> the content of the draft Annual Complaints Performance and Service Improvement Report subject to a further review of the tone of the report as discussed and <b>delegated authority</b> to JA as the MRC to approve the final version prior to its publication. Should any material changes be made to the report, it would be circulated to Board for approval.</li> </ul>
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	<ul style="list-style-type: none"><li>• <b>Approved</b> the content of the annual self-assessment against the HOS Complaint Handling Code subject to additional narrative commentary being included for each individual requirement as discussed.</li></ul>
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Certified as a true extract of the draft minutes of a meeting of the Aspire Housing Board held on 24<sup>th</sup> June 2024



Bethany Weaver – Deputy Company Secretary – 27<sup>th</sup> June 2024