
Dear Chair,

CHC would like to amend a paragraph in our evidence as it reflected an inaccuracy. Please see the original paragraph below, along with the replacement underneath for comparison.

Replace:

- A 'League Table'
 - The data was published in a format which resembled a league table, listing housing associations in order of the most complaints. PSOW itself states that complaints and engagement with tenants should be encouraged, as they are a valuable tool for enhancing services. Publishing the data in this way could lead the public to believe that the most number of complaints is negative and should be reduced, and so act as a disincentive to PSOWs own view on handling complaints well. | League tables fail to capture the nuances of individual cases and instead lead to a focus on superficial metrics.
 - **We would like to see PSOW present the data in a way that does not rank housing associations, and instead offers meaningful reflection on complaint resolution and encourages the sharing of good practice.**

With:

- A 'League Table'
 - The data was published by the media in a format which resembled a league table - listing housing associations in order of the most complaints.
 - This can lead the public to believe that complaints are negative and should be reduced.
 - **We would like to see PSOW accompany the data publication with a press release which better tells the narrative behind the collection of complaints data - how complaints are encouraged and are a valuable tool for enhancing services.**
 - **In our engagement with PSOW, we were pleased to hear that they will consider including examples of good practice in future reports as well as drawing attention to the proportion of complaints addressed through Early Resolution.**

Yours Sincerely,

Bethan Proctor

**Head of Policy and External Affairs
Community Housing Cymru**