



**Trustees' Response to the
Complaints Performance & Service Improvement Report 2025-26**

The Board of Trustees has reviewed this year's Complaints Report and is confident that its complaints process is compliant with the Housing Ombudsman's Complaint Handling Code.

The Board ensures that the Charity is proactively operating within the remit of the Code. It appoints Complaints Officers to investigate complaints to ensure that the Charity is in touch with residents' needs. If complaints are received, the Charity's Complaints Policy will be followed and lessons will be learnt from the complaints in a positive way to deliver future service improvements.

We hereby approve the Complaints Performance & Service Improvement Report for 2025-26.

Signed:

Rick Dallimore, Chair of Trustees

24th June 2026