

Board of Trustees' Response to the Annual Complaints Performance and Service Improvement Report 2025

The Board of Trustees values the Complaints Handling Code as a way to help us to embed a culture of fairness and responsiveness, ensuring that residents feel heard and that issues are resolved constructively. By embracing its principles, we are not only meeting compliance requirements but also building stronger trust and confidence in the way we operate.

We remain committed to delivering the best service for our residents. Over the past year we have strengthened communication with our residents and acted on feedback to improve transparency and responsiveness. We have addressed areas identified in last year's report, with ongoing focus on learning from outcomes and driving service improvements.

Signed on behalf of the Board of Trustees

 _____ David Jeffrey, Chair of Trustees

Date: 17.12.25