Board Statement

The Board recognises the importance of an effective complaints process as a key element of good governance, accountability and continuous service improvement. The Board is committed to ensuring that residents have confidence in raising concerns and that these are responded to fairly, promptly and transparently. The Board has reviewed complaints performance and is satisfied that appropriate policies, procedures and governance arrangements are in place to support compliance with the Housing Ombudsman's Complaint Handling Code, noting that no complaints have been received during the past year. The Board will continue to monitor any complaints activity, should this arise, and resident feedback to ensure that learning opportunities are identified and services continue to meet residents' needs. The Board is committed to fostering a culture in which feedback is welcomed, residents' voices are heard, and any complaints are used constructively to support continuous improvement.