

SENACRE HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

In September 2024 the Management Committee updated its Complaints Policy to meet the Housing Ombudsman Code 2024.

In September 2025 the Management Committee received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned by Senacre HC about services provided by CHS.

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling.

The MRC and the Committee have considered and approved the self-assessment that Senacre complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Senacre HC will not receive enough complaints to learn from trends, but the Management Committee would consider any complaint received to learn lessons from it.