

PALM HOUSING CO-OPERATIVE

24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

MANAGEMENT'S COMMITTEE'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Management Committee has received and adopted:

- the 24/25 annual complaints performance (covering complaints received between 1 October 2024 and 30 September 2025) and service improvement report for residents living in homes owned by Palm HC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by Palm HC and managed by Co-op Homes, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

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 updated its complaint policy in 2024 and considered and approved the annual self-assessment that Palm HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given the size of Palm HC, the Co-op does not have enough complaints to learn from trends, but we have reported on the learning the one complaint received in 24/25 that was handled by CHS on behalf of Palm HC.