



## **Review of Complaints within Sheltered Housing**

### **July 2024 to June 2025**

The Board of Trustees have reviewed and agreed the Annual Self-Assessment and The Annual Complaints Performance & Service Improvement Report for the year 2024/25, presented by the Chief Executive Officer, as required by the Housing Ombudsman

Signed .....

Brian Thomas

Chairman

Date: 5<sup>th</sup> August 2025