



Review of Complaints to the Society for year 2025/26

The Board of the Abbeyfield Wey Valley Society have discussed, reviewed and agreed the Annual Self-Assessment and The Annual Complaints Performance & Service Improvement Report for the year 2025/26, presented by the Chief Executive Officer, as required by the Housing Ombudsman

The Chairman, Brian Thomas, confirmed that the Chief Executive Officer has responsibility as the Complaints and Compliance officer and the Chief Operating Officer, as Complaints Officer

Signed

Brian Thomas

Chairman

A handwritten signature in black ink, appearing to read "Brian Thomas", positioned to the right of the printed name.

Date 26th August 2026