



Avocet Care & Support Ltd

11<sup>th</sup> November 2024

**Governing Body Response to Housing Ombudsman Annual Self Assessment of the Complaints Handling Code**

The board reviewed the annual submission self assessment & service improvement plan completed by our CEO during our Board meeting of 07.11.2024.

Whilst we are clear there are some areas we need to address we are confident that the majority of the assessment evidences we are meeting our obligations to our tenants in relation to complaint handling. As a small organisation complaints rarely occur as we are able to deal with service requests promptly but, should they be raised we have the mechanisms in place to deal with them effectively.

Action points noted on the service improvement plan have all been given a deadline of December 24 and we feel this is a realistic deadline for non complex improvements to be made.

In summary the board are confident that we are meeting our obligations to our tenants in relation to complaint handling.

Mr Ian Carey

Chairman of the Board of Trustees

Avocet Care & Support Ltd