



Avocet Care & Support Ltd

2nd December 2025

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 26.11.2025.

Whilst we remain with one action outstanding from the previous year 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.

The remaining action noted on the service improvement plan has been given a deadline of January 2026 and we feel this is a realistic deadline for completion.

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