



Avocet Care & Support Ltd

11th September 2026

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 9th September 2026

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 from 2025 were completed in February 2026.

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