

Complaints Policy Self-Assessment Summary:

The 2019 North Memorial Homes 2019 policy that is currently in place and against which I have carried out this assessment has been a useful learning tool. It has highlighted areas where we already comply with the latest Ombudsman's 2024 policy and areas where we don't.

A lot has changed in the housing sector since 2019 and it has helped indicate the areas that need attention.

I have highlighted the areas where I feel we do not comply fully, and these areas are for your consideration along with any others you as trustees identify.

Overall, it has shown that it is now time to write, approve and sign off a new Complaints policy. It also, shows that the current North Memorial Website is no longer 'fit for purpose' and need a complete refresh to comply with the requirements to publish not only these documents and policies but others as well.

Sue Stevenson

August 2024

