

3<sup>rd</sup> September 2024.

**Board of Trustee Meeting – Complaints Policy Review Resolution.**

The papers for the meeting relating to the current complaints policy 2019 and the self-assessment document were circulated to the trustees prior to the meeting for their consideration.

The trustees, at this meeting fully considered the self-assessment document. They unanimously agreed with the findings of the self-assessment review and the recommendations to revise the 2019 complaints policy to bring it up to the requirements of the Housing Ombudsman and to commence work on a more up to date website that complies with the requirements of the Social Housing Act 2024.

This was proposed by JB and seconded by MS.

They agreed that the revised policy would be done by the end of September 2024 and the work on the website would be completed by March 2025.

Signed.....MJ SOLANKI..... Chair

