

Dear Colleagues/Members

1 June 2025

As Chair of the Management Committee I have now received and reviewed the Annual Complaints Performance and Service Improvement Report for 2023/24.

I note the organisation is in a period of transition as we implement new processes for the benefit of our residents. This includes a new Complaints Policy, which will be approved by the Management Committee imminently. The new policy has been supplemented by a self-assessment against the Handling Code, and I am pleased to see we have begun making these changes to further improve our offer to our residents. This includes removing our current process for handling complaints, and adopting a two-stage process, alongside more effective communications and service standards.

The Management Committee is pleased to have approved the new Complaints Policy and was implemented in 2024. I would be grateful if we could continue to monitor the efficacy of the policy throughout the first 12 months to ensure the aims are being met and we are compliant with the Complaint Handling Code.

I am also assured that the perception survey will soon be carried out, as we look forward to understanding more about our services and how we can improve services for the benefit of our customers. Following completion of this exercise, the Management Committee should receive a report detailing the feedback received.

Yours sincerely

Jamie Moody

Chair of the Management Committee

Kirkdale Housing Cooperative