

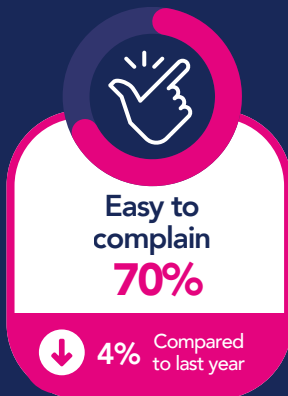
COMPLAINTS HANDLING SURVEY SUMMARY

April to June 2025



i We asked tenants who have recently made a formal complaint to give their views on our complaints service. Here's what they told us...

You told us...



How your feedback is helping us to shape our services...



We are reviewing our compensation policy



Our involved tenants will review a sample of anonymised response letters



Continue to train staff on complaint handling