

Governing Body's response to the Annual Complaints Performance and Service Improvement Plan

The Board of Eden Housing Association are committed to providing the best service possible for our residents. We feel that Compliments, Complaints and Feedback about our services allow us to continually improve what we do and how we do it.

Whilst carrying out the self-assessment against the Housing Ombudsman's Complaint Handling Code we have engaged with and encouraged residents to scrutinise our services.

We comply with the Code and are confident that our self-assessment is a true reflection of our complaint handling. We recognise however that there are areas where we can improve and strengthen our services. These areas have been detailed within our Annual Complaint Performance & Service Improvement Report and will receive our committed focus over the next year.