

Governing Body Response to the Housing Ombudsman Self-Assessment against the code and the annual complaints and service improvement report

I have reviewed the amended Complaints Handling Policy and satisfied myself that it meets the requirements of the Ombudsman's Complaint Handling Code. I am pleased to confirm compliance with the code, and our Housing team are committed to working towards continuous service improvement informed by lessons learned from complaints.

I have reviewed the Annual Service Improvement and Complaints Report and am confident that the improvements both already made, and planned, will enable the service to meet our improvement goals aligning with our corporate priority of providing decent and affordable homes to all Waverley housing residents.

Cllr Gemma Long

Gemma Long

Portfolio Holder for Customer Services and IT

Gemma.long@waverley.gov.uk