

## **LYNSTED HOUSING COOPERATIVE**

### **RESPONSE OF THE COMMITTEE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

Financial Year Ending March 31<sup>st</sup> 2025

The Committee has reviewed the Annual Complaint Performance and Service Improvement report with the latest self-assessment and respond as follows:

*“We are pleased that with the publication of the Complaint Performance and Service Improvement Report, the latest self-assessment and the Committee’s response the coop is fully compliant.”*

*The Co-operative has also appointed the Co-operative’s Secretary as the designated Complaints Officer and a section with a heading on complaints has been included in the Co-operative’s management report to be discussed at every meeting.*