


# BOARD STATEMENT ON COMPLAINTS



St George Housing



# THE BOARD STATEMENT ON COMPLAINTS 23/24

A decorative graphic on the left side of the page, featuring a large, solid brown circle representing the sun, with several smaller, white, teardrop-shaped rays extending from its right edge.

The Board, which includes the Chair, Mr David Short who is the Member Responsible for Complaints at SGH, have reviewed the complaints self-assessment and service improvement report and complaints policy and make the following statement.

“ As a newly established, resident-led housing association, we are proud to announce that our complaints service has been thoroughly reviewed and is fully compliant with the Housing Ombudsman's Complaints Handling Code.



Our comprehensive complaints policy has been developed in strict accordance with the criteria set out in the code, ensuring transparency, fairness, and efficiency in addressing any concerns raised by our tenants. Although our tenants have only recently moved in, we are committed to leveraging their feedback to continually enhance our services. The Board remains dedicated to maintaining a high standard of complaints handling and fostering a responsive and supportive living environment for all our residents. ”

# CONTACT DETAILS

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