

TOWNSHEND CLOSE HOUSING COOPERATIVE

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

Financial Year Ending March 31st 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.