

## **LYNSTED HOUSING COOPERATIVE**

### **RESPONSE OF THE COMMITTEE TO THE HOS CODE SELF-ASSESSMENT**

Financial Year Ending March 31<sup>st</sup> 2024

The Committee has reviewed the self-assessment against Housing Ombudsman's Complaint Handling Code and responded as follows:

*"We are pleased that the self-assessment confirms that the coop is compliant with the vast majority of the requirements in the Housing Ombudsman's Complaint Handling Code. With the publication of the Complaint Performance and Service Improvement Report and the Committee's response the coop will be 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.*