

Extract from minutes of Sandbourne Housing Association Board Meeting held on 17 September 2025.

1585.9.25 Annual Complaints Performance and Service Improvement Report

The Board considered the Annual Complaints Performance and Service Improvement Report. There was one amendment to the date of the Board meeting (changed from 18 September to 17 September).

The Member Responsible for Complaints (JW) informed the Board that he had already reviewed the report and that he could confirm that the self-assessment reflected Sandbourne's current complaint handling practice. He was, therefore, happy to recommend Board approval of the report.

It was then proposed by BL and seconded by JM that the report be approved. All in favour. The report and a statement from the Board will now be posted on the website.