

HOLY TRINITY (GUILDFORD) HOUSING ASSOCIATION LIMITED

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Board Response to the Annual Complaint Handling Code self-assessment and Report on complaints for 2025

The Board considers that complaints are not only a key performance indicator, but also an invaluable opportunity to learn how to improve future performance. As such we take them very seriously.

We have reviewed the annual complaints report, including the self-assessment of compliance with the Housing Ombudsman's Complaint Handling Code.

We note the compliance with the Code in the self-assessment but take the point that a low level of complaints may not necessarily mean complete tenant satisfaction so much as an overly complicated complaints process. As such, we continue to endorse the changes we have made to our Complaints Policy to bring it into line with best practice in the Code.

Daniel Gardner (Chair)

On behalf of the Board of Holy Trinity (Guildford) Housing Association Limited

March 2026