



WICKHAM COMMUNITY LAND TRUST - COMPLAINTS REVIEW 2023/2024

The Board agreed the self assessment review submitted to the meeting on Monday, 29th July 2024 for submission to the Ombudsman. The Board also agreed changes to the Complaints Policy ensuring it is in line with the Statutory Code adopted by the Housing Ombudsman.

There were no complaints in 2023/2024 to review - the Board looked at complaints in 2022/2023 and confirmed that there were no trends or issues which required any specific changes in practice or policies and procedures.