



## **WICKHAM COMMUNITY LAND TRUST - COMPLAINTS REVIEW 2024/2025**

Following attendance at a Meet the Ombudsman for small housing organisations on 18th February 2025 I attach a suggested change to the Complaints Policy on publicity ensuring it is in line with the Statutory Code adopted by the Housing Ombudsman. I have also amended the self assessment review to provide more specific references to the complaints code.

There were no complaints in 2024/2025 or 2023/2024 to review - the Board has previously looked at the last complaints in 2022/2023 and confirmed that there were no trends or issues which required any specific changes in practice or policies and procedures.

### **BOARD ASSESSMENT**

The Wickham CLT Board considered the annual review, revised WCLT self assessment document and suggested amendment to the Complaints Policy at its meeting on Monday 24th March 2025 and agreed the suggested changes and self assessment report.