

Board meeting held on 27 February 2024:

Board Member selection for “Member Responsible for Complaints”

Board Chair, Alistair Auty to act as the lead

Board meeting held on 24 May 2024:

Board Member’s annual review of complaints

The Board agreed to:

- i) approve the complaints report summary for 2023 / 2024 (working title: grumbles and groans 2023 / 2024)
- ii) approve the self-assessment against the Housing Ombudsman Service complaints handling code
- iii) approve that both documents can be added to the Sutton Housing Society website and issued to the Housing Ombudsman Service by the end of June 2024.