

LOGLIFE HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

In November and December 2024 the Management Committee and General Members received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned by Longlife HC and managed by Home from Home and Co-op Homes South

The Management Committee has a Member Responsible for Complaints (MRC), the Chair or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling. The MRC and the Committee considered and approved its self-assessment that Longlife HC complied with all aspects of the Housing Ombudsman's Complaint Handling Code in 23/24. In November and December 2024 Longlife HC reviewed and updated its complaints policy against the new Code.

Given our size, Longlife HC do not receive enough complaints to learn from trends, but the Management Committee considers lessons learned from individual complaints.