

MAY DAY HOUSING CO-OPERATIVE

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

In July 2024 the Management Committee received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned by May Day HC and managed by CHS.

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary 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 May Day complied with all aspects of the Housing Ombudsman's Complaint Handling Code in 23/24. In 24/25 May Day will review and update its complaints policy against the new Code.

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