

## **Kentish Homes Board's Response to the Annual Complaint Handling Performance Review – 2024/25**

We are pleased to note the progress and improvements made over the past year in how we manage and resolve complaints. It is clear that our collective efforts have positively influenced the organisation's complaint handling capabilities.

The Kentish Homes Ltd team has shown a consistently proactive and responsive approach to complaint management. The successful implementation of the new Complaints Policy, continued staff training, and effective internal communication have all played a key role in this achievement. Kentish Homes Board of Directors have reviewed and approved the self-assessment.

We are committed to building on this progress to ensure that Kentish Homes Ltd continues to be a supportive, customer-focused, and well-managed Housing Association.

Thank you all for your dedication and hard work throughout the year.

**Yours sincerely,**

Dwayne Stone

Director (on behalf of Kentish Homes)