

Exaireo Trust Ltd: Trustee statement re Complaints

Introduction

This statement has been prepared by Catherine Brady, MRC and trustee, on behalf of the management and trustees of Exaireo Trust Ltd.

Summary

At the trustee meeting, 26 September 2024, management and trustees reviewed and signed off the following documents:

- Exaireo Complaints Policy & Procedures
- Exaireo Complaints Self-Assessment Form
- Annual Complaint Performance and Service Improvement Report.

Trustees checked to ensure that policy and procedures are in line with requirements. They have been strengthened following implementation of the Complaint Handling Code.

The meeting ratified Catherine Brady's role as Member Responsible for Complaints (MRC).

Comment

As published on last year's accounts all 7 complaints were resolved within timescales. This shows a consistently good level of complaint management over the last 3 years.

Improvements

The board of trustees acknowledges proposed improvements to:

- Restart residents' committee meetings
- Ensure weekly checks of houses are carried out
- Strengthen lines of communication
- Discuss concerns with residents
- Prioritise improvements in outdoor areas.

Management will update the board regularly to enable them to monitor improvements ongoing.

Thanks

Thanks to staff and residents of Exaireo who have managed to deliver a positive complaints service. Complaints are seen as an opportunity to improve service levels and relationships between residents and landlords. Good relationships are at the heart of everything we do.

Finally

We wish to assure customers, residents and staff that as a management team and board of trustees we are committed to delivering the best service we can.

Catherine Brady, MRC on behalf of Exaireo Trustee Board.

27 September 2024