

## **The Response of the Board of Sir E.D.Walker Trust to the Annual Complaints Performance and Service Improvement Report 2024**

The Annual Complaints Performance and Service Improvement Report was received by the Board at its meeting on 19<sup>th</sup> June 2024. Its contents and recommendations were accepted in full.

It was further resolved that designated trustees should continue to work alongside staff to ensure proper implementation and monitoring of the changes.

The Board was also cognisant of the hard work deployed by staff to date in dealing with service requests and resulting in the high levels of satisfaction expressed by residents in the survey on Tenant Satisfaction Measures.