**Annual Complaints and Service Improvement Report – Board Response**

The Board is committed to encouraging a positive ethos of complaint handling, welcoming complaints as a mechanism for service improvement. We recognise that this is a requirement of the Ombudsman, and that we have a statutory obligation to fulfil the provision of the Complaint Handling Code (April) 2024). We are satisfied that the 700 Club meets those obligations.

We are pleased that since 1st April 2024 no complaints have been made by tenants of the 700 Club.

We are satisfied that there are no barriers to potential complainants and that the routes for making complaints are transparent and accessible.

The absence of complaints shows the effective implementation of an externally audited Quality Management System (ISO 9001: 2015).

David Allaway

700 Club Board