

**Exeter Homes Trust Annual Complaints Performance & Service Improvement Report – 2025.**

1. The annual self-assessment was completed in line with the Housing Ombudsman’s code and published on our website – [www.exeterhomestrust.com](http://www.exeterhomestrust.com)
2. There have been no complaints at any level up until 30th April 2025, therefore Exeter Homes Trust does not have any data to analyse.
3. As there have been no complaints, there has been no involvement from the Ombudsman.
4. Whilst there have not been any complaints received, Exeter Homes Trust continues to review all policies and procedures to ensure compliance at every level.
5. Any report received from the Ombudsman will be published on our website, in line with the complaint handling code.
6. Exeter Homes Trust’s complaints policy was updated in March 2025.