



**Exeter Homes Trust Ltd As Corporate Trustee of Behalf of Exeter Homes Trust
(Charity 201530)**

**Board's response to the annual Complaints Performance and Service
Improvement Report**

On 8th May 2025 the Board received:

- The updated Exeter Homes Trust Complaints Policy & Procedure, amended to ensure compliance with the requirements of the Housing Ombudsman Complaint Handling Code 2024.
- Exeter Homes Trust's Self Assessment against the Housing Ombudsman Complaint Handling Code
- Exeter Homes Trust's Complaints Performance & Service Improvement Report for 2024-2025.

The Board has a Member Responsible for Complaints (MRC) Robert Barrett. The MRC and the Board have reviewed the self-assessment and recognizes that Exeter Homes Trust complies with all aspects of the Housing Ombudsman's Complaint Handling Code.

There have been no complaints at any level in 20224-2025 therefore we do not have any data to analyse.

The Board understands that receiving complaints should not be considered negative. Exeter Homes Trust seeks to achieve continuous improvement in the services we provide to all our customers, and to maintain a positive working relationship with them.

The Board will continue to monitor feedback on complaints received in 2025-2026 so we can continue to learn and improve our service.