



Complaints Policy Self-Assessment Summery

The 2026 self-assessment has been carried out against the existing North Memorial Homes Complaints Policy, which was updated in 2024.

I have thoroughly assessed the Complaints Handling Policy and Procedure, and I have found no areas of non-compliance and no areas of concern to bring to your attention.

I have included my Self-Assessment document in the meeting papers for you, as trustees for your comments and/or approval.

A handwritten signature in black ink, appearing to read "S Stevenson".

S Stevenson

Housing Manager

September 2026.

