

Board of Trustees response to IMPAKT Housing & Support's Complaints Handling Code and Self-Assessment.

Mark Lymer – Trustee on behalf of Sue Bean - Member Responsible for Complaints (MRC).

As a board, it is our responsibility to provide scrutiny and challenge to IMPAKT's service delivery. Having reviewed the report as the Trustee representing the board, I am satisfied that the Self-Assessment for 2025 - 26 is a fair and accurate reflection of IMPAKT's complaints management and that it meets the requirements of the Code.

We regularly receive resident feedback, along with housing service and maintenance reports, and these have provided context for the complaint report findings.

As an organisation, IMPAKT is continually seeking to improve, and the Trustee welcome and approve the action and improvement plan which is being implemented.