



RAYNER HOUSE

DEDICATED TO CARING

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December 2024

Rayner House and Yew Trees Ltd have in place a Complaints Policy which is reviewed on a regular basis and following any change in legislation or following a major incident.

One member of the Board of Trustees is nominated as the person responsible for receiving complaints, reviewing the complaint and reporting to the Board of Trustees with recommendations as to any service improvements which may be necessary. A regular tenants' meeting is held and minutes of this meeting are noted and taken to the Main Board as a report and consideration is given by the Board of Trustees at the quarterly Board meeting (or any extraordinary meeting called due to circumstances). The Board of Trustees are confident that the reporting procedures used for complaints are robust and open to both external and internal scrutiny.

The Board of Trustees have reviewed the latest Self Assessment report and the Service Improvement Plan and approved the recommended measures.

Carol McNidder

Chair of Trustees