



Statement of Eastbourne Homes Board in relation to the Annual Complaints Performance Report

The Chairs of the Board and The Service and Performance Committee considered and noted the contents of the Annual Complaints Performance Report on 26th June 2024 in advance of the next Eastbourne Homes Board meeting on 24th July 2024.

The Board support the approach in seeking to address complaint handling timescales and the approach to learning from every customer feedback opportunity whether it leads to a complaint or otherwise.