

West Norfolk Housing Company



## **EXTRACT FROM WEST NORFOLK HOUSING COMPANY MINUTES – 4TH JUNE 2025**

### **COMPLAINTS**

#### **Complaints Performance**

K Patterson reported the annual complaints performance which included one complaint which was resolved at stage 1. He explained complaints were reported quarterly in arrears from Broadland. A compliance check on Broadland against the Complaint Handling Code had been undertaken and it was reported that the Company is now fully compliant. The report was discussed by the board and the contents noted.