SIX TOWN HOUSING

Bury Council — Working in partnership with Six Town Housing

Governing Body Assurance Statement

Six Town Housing

Annual Complaints Performance and Learning report

Governing Body Statement

Director's Assurance Statement

As Director of Six Town Housing, I recognise the importance of an effective complaints process in helping us understand our tenants' experiences, learn from feedback and improve the services we provide.

Complaint handling is delivered through our Service Level Agreement with Bury Council, and I receive regular assurance regarding performance, compliance and learning arising from complaints. This helps ensure tenants have access to a fair, accessible and effective complaints process and that any lessons identified are translated into service improvements.

Having reviewed complaints performance, SLA monitoring arrangements and the annual self-assessment, I am satisfied that complaint handling arrangements remain compliant with the Housing Ombudsman's Complaint Handling Code and continue to operate effectively. We remain committed to listening to our tenants, learning from complaints and using feedback to improve the quality of our services.

Signed: Kate Waterhouse

Director of the Board KATE WATERHOUSE

Date: 29/10/2026