



First Wave Housing Ltd
Brent Civic Centre
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FWH Complaints Response from Governing Body

Following a self-review against the Ombudsman's code First Wave Housing updated their complaints policy. Both the self-assessment and the amended policy were reviewed and approved by the governing body.

Below is some of the feedback received from the Board:

Director:

"I'm happy with the policy and report. "

Chair:

"Thank you: an admirably comprehensive piece of work. Two wider reflections: one that we should indeed focus on learning from complaints; second, that in our next board review, we might ask how the number of complaints links to our poor tenant satisfaction performance, and what that might be telling us."