



Complaint Handling Code Annual Submission

Vectis Housing Association Governing Body – a response from The Chair of the Board

The Board discussed the complaints' performance, the annual complaints report, and the annual self-assessment for the year ending 2024/25. Members noted that the Board had previously received the report, reviewed its contents, and provided feedback. The Board confirmed that the report, annual self-assessment, and associated performance were approved via the digital approvals process on 18 November 2025. The Board noted the learning arising from complaints and the actions in place to drive service improvement. The Board also confirmed that governance arrangements remain in place, including the continued appointment of a Board member with responsibility for complaints, formally referred to as the Member Responsible for Complaints (MRC).

Name – Graham Cooper, Chair of Board VHA

Signed  Signed by:
6778B788F8FE474...

Date - 19th December 2025