

Complaints Service Improvement Group

12th June 2025 at 10.30am
Southway Office, Princess Road, M20 2LT

Agenda

1. Introductions
2. Apologies
3. New Customer Experience Team (CX Team)
4. The Housing Ombudsman
5. Complaints Performance
6. Review of 3 Closed Complaints
7. Tenant Satisfaction Measures Action Plan
8. Future Meetings – what should they look like?
9. Any Other Business