



Governing Body Response to the Annual Complaint and Service Improvement Report for North Star and John Pease Cottages

We are committed to using feedback from customers to improve what we do. Despite our passion and diligence, we know sometimes things go wrong. When they do, our priority is to work with the customer to resolve the issue in a timely and respectful manner.

The North Star Board (including John Pease Cottages Board) received the annual complaints performance and service improvement report, and the annual self-assessment against the Complaint Handling Code on 17 June 2025. This is alongside the board receiving regular reports, meetings with staff and interacting with customers throughout the year. Their role is to scrutinise data, performance information and levels of customer satisfaction to provide assurance that North Star are managing complaints in line with our policy and the Ombudsman Complaint Handling Code. North Star's overall performance when considered against the Complaints Handling Code and our own internal expectations and values is good.

In line with North Stars' continuous improvement culture, a number of new methods, systems and contractors have been introduced which have resulted in improvements in consistency, communication, and the speed with which repairs can be completed. However, as clearly set out in the report, we have identified that more needs to be done to ensure we continue to improve communication and that our repairs service is delivering the best possible service.

The board has therefore approved a range of priorities including further investment in; contractor capacity, a clear focus on compensation, enhancement of customer feedback methods and analysis of data.

Nicki Clark

Board Member Responsible for Complaints North Star and John Pease Cottages

17th June 2025