



Governing Bodies Response to Lumen Housing Complaints Performance & Service Improvement Report

'As the member responsible for complaints (MRC) Claire Stone has reviewed the statutory Complaint Handling Code and is satisfied that the self-assessment is an accurate reflection of Lumen's position. In addition, the Lumen Housing Tenant Engagement and Communications Strategy underpins our approach by setting out our core principles such as being open, transparent and honest, and making it easy for tenants to contact us and access our services. Actions to further embed these principles are also reflected in the Complaints and Service Improvement Plan. This provides the board with the assurance that, whilst we have not received any formal complaints, they would be handled in line with these principles'.