

The Abbeyfield Pirbright and District Society Limited
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To Who it May Concern

RE: Governing Body Response to the Annual Complaints Performance and Service Improvement Report

Our Executive Committee (governing body) is satisfied (as of February 2025 meeting) that we had no resident complaints in 2024. The Executive Committee also approves of the Housing Ombudsman Complaints self-assessment document as a true reflection of complaints handling and procedures at Cunningham House.

Yours sincerely

Ann Bourne
Chair

The Abbeyfield Pirbright and District Society Limited

Affiliated to the National Abbeyfield Society, Royal Patron His Majesty King Charles III

The Society is registered under the Co-operative and Community Benefit Societies Act 2014 – No 22478R and is an exempt charity.

Regulator of Social Housing (RSH) No. H2934

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