

### **Cognatum Estates Chairman's Statement**

An accessible, well publicised, and efficiently managed complaints policy is one indicator of a successful and high performing organisation. Equally important are clear escalation points, including the potential for a swift referral to an expert and informed independent body.

That is why Cognatum continues to be voluntary members of the Housing Ombudsman scheme and values the clear framework that such membership imposes on the organisation. We also welcome the external scrutiny that the Ombudsman provides; no organisation gets everything right all the time and so it is pleasing to note that we continue to adapt and improve our policies, procedures and outcomes based on changing best practice from the Ombudsman guidance.

I would also like to confirm that the board of directors receive a full report every quarter from our customer services manager on all complaints, and carefully monitor the organisation's performance against the Ombudsman's performance criteria. It is therefore also pleasing to note that our complaints handling has fully complied with both our internal and the Ombudsman's requirements over the last 12 months.

The board of directors and I will continue to closely monitor this performance.

**RETIRE IN STYLE**