

## **Cognatum Estates Chairman's Statement 2025**

I am pleased to report on another year of compliance and adherence to the Housing Ombudsman's complaints framework.

Any organisation that values its customers' views will have in place a well publicised complaints policy. It will also understand the importance of not just responding to those complaints, but in particular to understand and act upon the root causes of why its customers or clients have cause to complain in the first place. Cognatum will always try in the first instance to address and resolve a complaint, however, we don't always succeed and it is therefore important to us to have clear escalation points to an informed and independent body.

We therefore welcome the high-quality external scrutiny that the Ombudsman provides and as in previous years, continues to review and adapt our policies and procedures based on the guidance and recommendations provided by the Ombudsman.

Monitoring our complaints also continues to be a critical element of our board's activities and the regular review of all complaints at our quarterly board meetings ensures that they remain a major focus for our business.