

## QVT Board's Response to the Annual Complaint Handling Performance Review - 2023/24

It is evident that our collective efforts have significantly impacted on our organisation's ability to manage and resolve complaints effectively.

Overall, the QVT team has demonstrated a proactive and responsive approach to complaint management. The implementation of the new complaint policy, ongoing training, and effective communication have been pivotal in our success. We will continue to build on these achievements, ensuring that QVT remains a supportive and well-managed Social Housing Charity for all stakeholders.

Thank you for your dedication and hard work throughout the year.

Sincerely,  
Mike Peters, Board of Trustees



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