Exaireo Trust Ltd: Trustee statement re Complaints. 30 September 2026

Introduction
This statement has been prepared by Catherine Brady, MRC and trustee, on behalf of the management and trustees of Exaireo Trust Ltd.

Summary
As the Member Responsible for Complaints, I have signed off the following documents:

- Exaireo Complaints Policy & Procedures (version updated September 2026)
- Exaireo Complaints Self-Assessment Form (updated 2026)
- 2026 Annual Complaint Performance and Service Improvement Report.

They will be further discussed at the full trustee meeting, 8 October 2026 when it is expected that submission will be ratified.

Trustees checked to ensure that policy and procedures are in line with requirements. They continue to be communicated to staff and residents in line with implementation of the Complaint Handling Code.

In addition, we note the request not to report on complaints in great detail in the report.

There have been no findings of non-compliance with the Code by the Ombudsman. The Duty to Monitor team advised in October 2025 that our submission had been reviewed and they were satisfied with Exaireo's compliance to date.

Comment
As published in this year's accounts all 12 complaints were resolved by Stage 1 of the process: 7 complaints from external sources/neighbour, 5 from residents; none from landlords. We report that one failed to meet the 'acknowledgement' timescale and one to meet the 'final response' timescale.

Improvements
The board of trustees acknowledges improvements to:

- Review and update Complaints policy
- Improve processes with internal online procedures
- Communicate processes via staff training and supervision
- Maintain residents' committee meetings
- Continue good communications with neighbours eg advising of contact details
- Check that weekly checks of houses are carried out
- Strengthen lines of communication across the organisation
- Discuss concerns with residents promptly and to their satisfaction
- Investigate and prioritise maintenance issues.

Management will update the board regularly to enable them to monitor improvements.

Thanks
Thanks to staff and residents of Exaireo who have continued to deliver a positive complaints service in line with the Code.

Finally
We wish to assure customers, residents and staff that as a management team and board of trustees we are committed to delivering the best service we can for the people we support.

Catherine Brady, MRC on behalf of Exaireo Trustee Board. 30 September 2026