

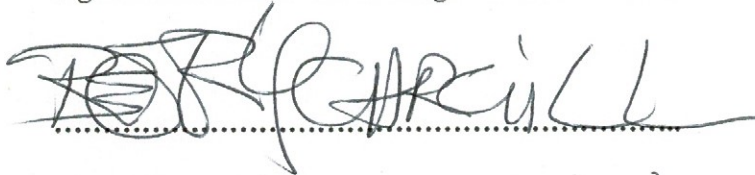
For the attention of the Housing Ombudsman Service.

Date 20.02.2025

This is to confirm that the Management Committee of the Battersea Tenants Co-operative Limited has read and considered the reviewed Complaints and Disputes Policy, the Complaints Report and the Self Assessment form to the Housing Ombudsman for the year 2023-2024.

They have approved these documents at a Management Committee Meeting and confirm that they give a true reflection of the way the Battersea Tenants Co-operative Limited manages complaints.

Signed on Behalf of The Management Committee

A handwritten signature in black ink, appearing to read 'RORY J. CARCILL', written over a dotted line.

Name RORY J. CARCILL

Designation Chairperson