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Thursday 31st July 2025

For the attention of the Housing Ombudsman Service

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 2024-2025.

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

Signed on behalf of The Management Committee



Name: RORY J. Cargill

Designation: Chairperson