



The MRC who is the chair of the Operations Committee, along with the committee members, reviewed Arhag's compliance with the Complaint Handling Code and provided the following statement:

*Arhag is committed to improving its service offer to residents. We value service feedback and see the complaint handling code as an important way of learning how to improve our services. Performance and learning is regularly reported to the Committee and Board which enables Arhags governance structure to understand where service improvements are needed and that they are being made.*

**Operations Committee April 2024**