



Memorial House  
Whitwick Business Park  
Stenson Road  
Coalville  
Leicestershire  
LE67 4JP

T 01530 276000

E [customerservices@emh.co.uk](mailto:customerservices@emh.co.uk)  
[www.emh.co.uk](http://www.emh.co.uk)

## EMH HOMES BOARD

### Written Response to The Annual Complaints Performance and Service Improvement Report

*Emh homes Board welcomes the information in the annual report on complaints as this gives valuable insight regarding areas of complaint and the outcomes during 2023/24. The Board notes that the volume of complaints at emh is high demonstrating that we welcome and act upon complaints. This is also reflected in the outcomes which compare favourably to national performance. The lessons learned from complaints are invaluable for improving services and will be used to feed into service reviews and change how we do things.*

Signed: .....  
Tim Brown  
Chair

Date: ...24.06.2024.....