



First Wave Housing Ltd  
Brent Civic Centre  
Engineers Way  
Wembley  
Middlesex  
HA9 0FJ

---

### **FWH Complaints Response from Governing Body**

Following an annual self-assessment against the Ombudsman's code. First Wave Housing have reviewed all complaints and presented them to the governing body.

Below is feedback received from the Board:

**Chair:**

"Thank you. My only substantive comment is to ask whether we should include some learning from the case.

The main thing now is to follow the policies and make sure we are really on top of these issues, so that one complaint does not start leading to several."