

## **Aves' Board's Response to the Annual Complaint**

### **Handling Performance Review – 2023/24**

It is evident that our collective efforts have significantly impacted our organisation's ability to manage and resolve complaints effectively.

Overall, our team has demonstrated a proactive and responsive approach to complaint management. The implementation of the new complaint policy, ongoing training, and effective communication have been instrumental in our success.

Our aim is to have continuity in ensuring these achievements so that Aves can remain a provider which is well led and managed and with effective governance for all our beneficiaries and all who seek our services for support

The Board offers its thanks to all who have collaborated to ensure that we remain an organisation which seeks to continually learn from our challenges and continue as a learning organisation to adopt better ways of dealing with the various challenges of everyday service delivery

**Sincerely,**

Nazmun Nahar

Board of Trustees