

Trustees' Response to the Annual Complaint and Performance Report (March 2025/26)

The Trustees of Kingsclere Almshouse Charity have carefully reviewed the Annual Complaint and Performance Report for the period of March 2025/26. We acknowledge the contents of the report and are satisfied that it provides a clear and accurate reflection of the landlord's position.

We note that there have been no recorded complaints during this period, and we welcome the proactive steps taken to strengthen the complaints process, including the introduction of formal recording procedures, ongoing training for staff and Trustees, and the inclusion of complaints as a standing agenda item at Trustees' meetings.

The Trustees are committed to ensuring that the charity continues to uphold the highest standards of service and governance. We will continue to monitor and support the ongoing implementation of the Complaints Code to ensure transparency, accountability, and responsiveness to residents' needs.

Signed on behalf of the Trustees

A handwritten signature in black ink, appearing to read 'Melanie Prater', is written over a light blue horizontal line.

Melanie Prater

Lead Member Responsible for Complaints
The Trustees of Kingsclere Almshouse Charity