

# The Charity of Marjorie Hurst

## Trustees' Response to the Complaints Performance & Service Improvement Report 2024-25

The Trustees of the Charity of Marjorie Hurst are confident that its complaints process is compliant with the Housing Ombudsman's Complaint Handling Code. We hereby approve the Complaints Performance & Service Improvement Report for 2024-25.

Signed:  .....

Rick Dallimore, Chair of Trustees

4<sup>th</sup> June 2025