

# The Charity of Marjorie Hurst

## Complaints Performance & Service Improvement Report 2023-24

From 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 we received no complaints against the Charity.

A new Complaints policy was approved on 2<sup>nd</sup> September 2024 by the Board of Trustees and a self assessment of the complaints policy and procedures was carried out. The self assessment shows that the Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code.

Sarah Baron

Clerk to the Trustees