

The Leonard Chamberlain Trust
Annual Complaints Performance & Service Improvement Report – Trustee Response
2025

On 20 April 2026 the Board of Trustees considered the Annual Complaints Performance and Service Improvement Report and noted that the charity had amended the Residents' Complaints Policy to note the changes for making complaints to the Housing Ombudsman.

The trustees considered the self-assessment against the Ombudsman's code alongside the annual complaints and service improvement report. The trustees were happy to approve compliance with the code.

The trustees continue to receive reports throughout the year on any complaints received and on any improvement plans required and, lessons learnt from such complaints. To date, the board are pleased that the charity continues with its collaborative relationship with its residents and its objective to build a community that lives in good quality almshouses and as such has received no complaints as defined by the Housing Ombudsman.