



The Blue House: Trustee Response to Annual Complaints report 2024/25

A copy of the Annual Complaints Report has been circulated by the Complaints Manager to all 11 trustees.

At the October meeting of the full trustee board a nil return for complaints was noted and recorded in the minutes (complaints are a standing item on the bi-monthly board agenda) as per the extract below:

TRUSTEES MEETING - 20th October 2025

PRESENT

Mrs. Miriam Cheal (chairman), Mr. Jim Dowling, Mrs. Maeve England, Rev. Robin Isherwood, Mrs. Denise Kirkhope, Mr. Stuart Barnes, Mr. David Oakensen, Mr. Simon Milner and Mrs. Anne Oakes

In attendance Mr. David Hoare (Manager) and Mrs. Emma Lloyd (Clerk to the Trustees)

9 COMPLAINTS (STANDING ITEM)

The manager stated that there have been no complaints registered for the last reporting year. This was noted and the Annual Complaints Report was subsequently circulated to all trustees.

With a nil return for complaints, no improvement on current procedures is felt necessary at this present time. The Blue House Complaints Policy will be reviewed every 2 years, with the next review scheduled for August 2026.

Miriam Cheal
Chair of Trustees