



The Blue House: Trustee Response to Annual Complaints report 2025/26

A copy of the Annual Complaints Report has been circulated by the Complaints Manager to all 12 trustees.

At the August 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 - 10th August 2026

PRESENT

Mrs. Miriam Cheal (chairman), Mr. Jim Dowling, Mrs. Maeve England, Mrs. Denise Kirkhope, Mr. Stuart Barnes, Mr Dominic Hall, Ms Sarah Sandon, Mrs. Anne Oakes and Mr Guy Monson via Teams

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

Apologies: Mr Robin Isherwood, Mr. Simon Milner, Mr. David Oakensen.

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 2028.

Miriam Cheal
Chair of Trustees