

The Annual Complaints Performance and Service Improvement Report

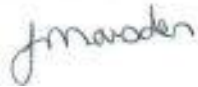
The Annual Complaints Performance and Service Improvement Report was prepared by Josephine Marsden, (Person Responsible for Complaints) reviewed by the Charity's Chief Executive and Chair of the Board of Trustees on 27.08.24. The Annual Complaints Performance and Service Improvement Report will be presented to the Trustees for ratification at the next board meeting which is scheduled for 10th September 2024.

Statement from the Charity Chair: "As Chair of the board of Trustees I am the Member Responsible for Complaints. (MRC). I have reviewed the Annual Report and am satisfied that the report accurately reflects our service performance during the previous 12 months".


Signed By:

Josephine Marsden (Person Responsible for Complaints)

Date: 23.08.2024

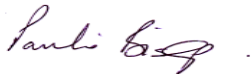


Joe Wilkinson Sherburn House Charity Trustee (Chair)



Date: 23.08.24

Pauline Bishop (CEO)



Date: 23.08.24