

Henry, Duke of Cleveland Charity
www.staindrop-almshouses.org
Registered charity No. 221407
Member of the Almshouse Association (No. 1360)

**Governing Body's Response to the
Annual Complaints Performance and
Service Improvement Report
1st January – 31st December 2025**

The Board of Trustees of the Henry, Duke of Cleveland Charity are committed to providing residents with the best level of service possible.

We feel that Compliments, Complaints and Feedback about our services allow us to continually improve what we do and how we do it.

Whilst carrying out the self-assessment against the Housing Ombudsman's Complaint Handling Code we have taken on board feedback from residents.

We comply with the Code and are confident that our self-assessment is a true reflection of our complaint handling. We recognise however that there is always room for improvement and engagement with residents.

Board of Trustees, Henry, Duke of Cleveland Charity

February 2026