

### **Trustee Statement 2023/24 - Peter Birtwistle Trust**

Having considered the Peter Birtwistle Trust Annual Complaints Performance and Service Improvement Report for 2023/24, the trustees feel that it is a fair representation of how complaints are dealt with and shows that as an organization the importance of a robust and practical approach to complaints handling is paramount.

The trustees feel that the report sets out clearly the progress that has been made since the Peter Birtwistle Trust complaints policy was reviewed in November 2023 and the areas that need to be addressed to encourage and give residents confidence that tackling complaints and complaints handling is a priority.