Peter Birtwistle Trust
Supported Housing for Older People in Colne

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**Trustee Statement 2025-26 – Peter Birtwistle Trust**

**Trustees' Assessment**

Having reviewed the Peter Birtwistle Trust Annual Complaints Performance and Service Improvement Report for 2025–26, the trustees consider it a fair and accurate reflection of how complaints are handled. The report also reinforces the importance of maintaining a robust and practical approach to complaints handling across the organisation.

- It clearly outlines the progress made since the previous review in September 2025.
- It identifies the areas that still need attention to strengthen complaint handling.
- It helps build residents' confidence that addressing complaints remains a priority for the Trust.

Signature M E Thomas

Date 16th JULY 2026

Mary Thomas
Member Responsible for Complaints