

HAMPTON PAROCHIAL CHARITY
TRUSTEE STATEMENT
HOUSING OMBUDSMAN COMPLAINT HANDLING CODE
2024 ASSESSMENT

The Trustees of Hampton Parochial Charity recognise the importance of managing and handling complaints of residents in accordance with the Housing Ombudsman Complaint Handling Code of 2024.

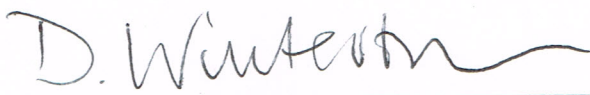
In doing so, the Trustees have ensured that the charity undertakes a self-assessment of Hampton Parochial Charity performance against the Code requirements and has published the outcome of the self –assessment on the Charity website.

Hampton Parochial Charity has not received any complaints during the self-assessment period. The Trustees have reviewed the self-assessment documentation and where improvements are required to ensure the organisation meets the relevant standards as set out in the code, a plan has been put in place and processes adjusted to ensure the charity fully meets those standards within an acceptable and defined timeframe.

The Trustees have a commitment to learning and improvement and the self-assessment has provided an opportunity for greater understanding and to make positive changes to improve residents' experiences.

The Trustees of Hampton Parochial Charity unanimously agree that the self-assessment and subsequent report reflects a true picture of the standard of service and complaints within the charity.

Chair to the Trustees

A handwritten signature in black ink, appearing to read 'D. Winterburn', written over a solid horizontal line.

Derek Winterburn (Chair)