

## **Governing Body's response to the Annual Complaints Performance and Service Improvement Plan**

The Board of Trustees of Harborne Parish Lands Charity are committed to providing the best service possible for our residents. We feel that Compliments, Comments and Complaints feedback about our services allow us to continually improve what we do and how we do it.

In reference to specific complaints the board is pleased that the service we offer will be adapted to provide greater clarity to the families of residents during difficult times.

We welcome the new Complaints Handling Code and its underlying principles to be fair, put things right and learn from outcomes. Whilst carrying out the self-assessment against the Code we found that we are compliant with the Code, whilst recognising that there are areas where we can improve and these areas have been detailed within our Annual Complaint Performance & Service Improvement Report and will receive our committed focus over the next year.

  
David Jeffrey

Chair of the Board of Trustees