

**Response from the Board of Trustees**

**Notes for the Trustee meeting held on Thursday 15<sup>th</sup> January 2026 at Parsons Mount Kings Road Newark**

Housing Ombudsman self assessment

1. Complaints: It was highlighted that as a Registered Provider, St Leonards Hospital Trust needed to submit an annual report to the Housing Ombudsman on the boards view around compliance with the HOS code. This would be circulated with a view to this being uploaded into their systems by the prescribed deadline.
  
2. The Charity has historically used the policies and procedures governed by the regulator.
  
3. Response from The Trustees confirmed agreement that the self-assessment content to be progressed to submission. The Trustees intend to actively look at residents' views so that service standards of a high quality can be maintained.

The Trustees confirmed that they welcomed the annual complaints report and self-assessment against the revised Complaint Handling Code. In addition to this full report, they received quarterly updates on the volume and nature of complaints and that they were abreast with the resolutions proposed and implemented.

Signed .....

  
Jane Fawcett

Chairman St Leonards Hospital Trust