



BUNGAY TOWN TRUST CIO

TRUSTEES' RESPONSE TO REVIEW OF COMPLAINTS AT BUNGAY TOWN TRUST CIO IN 2024-2025

Trustees considered the annual complaints report for the period **September** 2024 to the **August** 2025 at the Trustees' meeting on Tuesday 24th February 2026.

They noted that the report showed that no complaints had been received during this period. Trustees agreed that this showed the positive work done by the trustees of the Trust's almshouse branch in supporting the branch's 13 almshouse residents.

Trustees noted the significant bureaucratic obligation that this system of reporting continues to impose on a charity with so few properties (13). They again urged the Housing Ombudsman Service to work with Almshouse Association to streamline and simplify the process for future years.

Jason Collins

Town Reeve and Chair of Trustees, Bungay Town Trust CIO

24.2.26