



## Bromley & Sheppard's Colleges

Registered Charity No. 210337  
Clerk to the Trustees Mrs Joanna Frost

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### **Landlord's governing body's response to the self-assessment.**

The Trustees reviewed the Annual Complaints Performance and Service Improvement Report to 31 December 2023.

The Trustees reviewed the annual complaints performance for the year to end December 2023. There were no complaints received from Collegians.

The Trustees agreed to update the Complaints Policy to cover third parties.

