



Bromley & Sheppard's Colleges

Registered Charity No. 210337
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Landlord's complaint self-assessment

Agreement was made on 28 February 2024

The Trustees agreed to amend the existing complaints policy to include two stages, the first to complain to the office, and if not satisfied the complaint can be referred on to the Chairman of Trustees. Collegians have further protection through the Housing Ombudsman. There was some discussion if the complaints procedure is open to anyone and it was agreed that it is good practice to do so.

The update to Complaints Policy was agreed.

