



THE BUCHANAN TRUST AND THE BUCHANAN TRUSTEE COMPANY LTD.

Governing Body Response to the Annual Complaints Performance Report

CHARITY DETAILS

The Buchanan Trust ("the Charity") - Charity Commission No. 235867.

The Buchanan Trustee Company Ltd. ("the Trustee") - Companies House No. 9838277

REGISTERED ADDRESS

The Estate Office, North Farm, Bosbury, nr Ledbury, Herefordshire, HR8 1JY

Website: <http://www.buchanan-trust.org.uk/>

Estate Secretary: Mrs Helen Roberts

TRUSTEE: The Buchanan Trustee Company Ltd

TRUST OFFICERS

Directors who held office during the year were:

Robert Buchanan

Alan Reed

Karl Gilmore

Helen Thomas

Dan Simmons

David Brooks

Louise Moon

Edward Holloway

Summary

The Governing Body has reviewed the Annual Complaints Performance Report for 2025/26. We note that one complaint was made - (which was unrelated to housing or services) - during the period. This reflects positively on service delivery, while also reminding us to maintain clear and accessible feedback channels.

Key Points

- **Official complaints received:** 1 (unrelated to housing or services)
- Any informal feedback was addressed promptly at service level.
- Complaint processes remain in place and accessible to residents and beneficiaries.

Governing Body Position

The Governing Body welcomes the report and acknowledges everyone's efforts in maintaining service quality. We remain committed to ensuring residents and beneficiaries feel able to raise concerns and that any future issues are managed effectively and transparently.

Forward Actions

- Maintain clear and easy-to-access complaint routes.
- Continue staff and trustee awareness and training on early resolution.
- Monitor and review feedback, trends and logs
- Ensure policy and associated procedures are reviewed and remain up to date.

Signed: 

H M Thomas DL
Chairman of the Board

29th September 2026