

**ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT
REPORT – 2024**

1. **Introduction.** This is our first annual complaints report and is for the period 01 January 2024 to the 31 December 2024. It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our residents' views and perceptions are important to us, and we will continually take feedback on board to improve our services to residents.

2. **Almshouse Committee's Response.** The Trustee of the Charity, through the Almshouse Committee, has reviewed and approved this year's Annual Complaints Report.

The Committee regularly receives reports on any complaints received and ensures that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our residents' needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. **Annual Self-Assessment.** A copy of our latest self-assessment is attached for information.
4. **Complaints Handling Performance.**

| Period | Stage 1 complaints | Stage 2 complaints |
|-------------------------|-----------------------|-----------------------|
| 01/01/2024 – 31/12/2024 | 0 | 0 |

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

The residents' satisfaction survey indicated that 3 complaints had been made, and one had been handled in an unsatisfactory manner although these have not been recorded. We will ensure all staff correctly record complaints. We will also continue to ensure that all residents know how to access our Complaints Policy and Procedure, and we have provided more information about this in Section 10.

5. **Types of Complaints Received.** We refuse to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. A copy of the policy is in the Residents' Handbook, and is available from our office, or by contacting the clerk or complaints officer by phone or by email.

If we refuse to accept a complaint, we will always write to the resident and explain the reasons why, in line with the Complaints Handling Code.

6. **Complaints Escalated to the Housing Ombudsman Service.** During this period 01 January 2024 to the 31 December 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.
7. **Compliance with the Code.** We complied with the complaint handling code and had no Ombudsman intervention.
8. **Learning & Service Improvements.** Whilst we received no formal complaints, we do not take this for granted.

We recently completed our residents perception surveys and have used the feedback from the surveys to ensure that our Complaints Policy and Procedure is easily accessible for all the residents and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. **The Housing Ombudsman Service.** We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage residents to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk
Email: info@housingombudsman.org.uk
Post: Housing Ombudsman Service
PO Box 1484, Unit D, Preston PR2 0ET
Tel: 0300 111 3000

10. **Access to our Complaints Policy and Procedure.** We try to ensure that complaints are resolved at the first point of contact, via the Warden at Weavers' House. If a resident remains dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

- Direct to the Complaints Officer and Appeals Officer whose details are in the Complaints Policy.
- Assistance can also be obtained by visiting our office.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents as part of the Resident's Handbook and also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report will demonstrate to residents that we value their perceptions of the services we deliver.

The Trustee's Response

This report was shared with the Almshouse Committee - who represent the Trustee - on 19 March 2025.

The Committee's response to this report was:

- "The Committee is satisfied with the approach to complaint handling by Weavers' Almshouse Charities and that the Trustee is compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report.
- The Committee was disappointed that three complaints appear to have been made without being recorded and will seek to ensure that all complaints are recorded unless they are withdrawn at the complainant's request.
- The Committee also supports the use of the Resident Perception Survey and other communication touchpoints, to identify any areas of lower satisfaction, that it can improve on.
- The Committee wishes to extend its thanks to the Residents who have fed-back through the various routes of communication and engagement. This has assisted us to complete the annual Self-Assessment and Complaints Performance and Service Improvement Report."