

**Complaints Performance and Service Improvement  
Annual Report March 2024 – Dec 2024 ( Re-aligned to Financial year)**

**1 Wyggestons and Trinity Almshouses Charity self-assessment in line with Housing Ombudsman’s Complaint Handling Code**

- 1.1 The Social Housing (Regulation) Act 2023 introduced a range of measures that Registered Social Landlords (RSL’s) must adhere to and was aimed at improving the management of social housing, particularly focusing on new social housing standards that aim to avoid dangerous hazards impacting on tenants. The act also gave the Housing Ombudsman new powers and duties from **1 April 2024**, including a new statutory code for handling complaints, and a duty to monitor whether landlords comply.
- 1.2 While the Wyggestons and Trinity Almshouses Charity is not a Registered Social Landlord (RSL), having de-registered over 20 years ago, we remain a mandatory member of the Housing Ombudsman scheme. It is a condition of our membership that we meet all requirements, including having a complaint policy for our 93 almshouse properties that is compliant with the new Statutory Complaint Handling Code, irrespective of the small size of the organisation.
- 1.3 To assess compliance, the Wyggestons and Trinity Almshouses Charity must complete an annual self-assessment, against the Complaint Handling Code to ensure our complaint handling remains in-line with code requirements. Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.
- 1.4 For the Wyggestons and Trinity Almshouses Charity, the self-assessment must be completed and submitted within 12 weeks of our financial year end. **As our year end is the 31st December each year, we must complete our submission by 31<sup>st</sup> March each year from 2025.**

In addition, we must report annually our performance on complaint handling and publish relevant information on our webpage.

- 1.5 Due to the new Code being implemented from April 2024 our self-assessment for 2023/24 was completed in June/July and was reported to the Wyggestons and Trinity Almshouses Charity Board of Management on 4 September 2024. While our approach broadly matches new code requirements, it had identified a number of revisions that were required to our existing policy, which were completed by the Board meeting in September, along with the self-assessment which was also completed.

**2 Over-view of complaint handling performance from 2024.**

2.1	Total no of complaints received:	1
	Percentage of overall almshouse properties	1
	Number of Stage One complaints	1
	Percentage of Stage One complaints responded to within timescales	1
	Number of stage two complaints	1
	Percentage of stage two complaints responded to within timescales	1

2.2 As this is the first year of reporting information in an annual report, since the commencement of the Code and generally there are few complaints made to the Wyggestons and Trinity Almshouses Charity, there are no previous reports with which to compare performance.

2.3 Previous years assessments can only conclude that all past complaints have been dealt with in line with our previous policy, procedures and timescales which have now been amended in line with the new Code.

### **3 Complaint outcomes**

3.1 Apology given to the complaint that was received and a clear explanation of how the charity was minimising the risks and concerns the complainant raised.

### **4 Learning and Service Improvements**

4.1 The Housing Ombudsman complaint handling code focusses on learning from complaints and the Wyggestons and Trinity Almshouses Charity is committed to this principle.

4.2 During quarter 2 to 4 of 2024, there were no clear lessons to report as only one formal complaint was received and so learning and service improvements will be undertaken from 2025 complaints onwards.

### **5 Housing Ombudsman determinations**

5.1 No formal complaint has been referred to the Housing Ombudsman during Q1 to Q4 2024.

5.2 There have been no determinations of non-compliance by the Wyggestons and Trinity Almshouses Charity made from the Housing Ombudsman, during the period of assessment.



Chris R Jones  
Chief Executive Officer.



Sandra Powell  
Chairman of Governors 13<sup>th</sup> March 2025.