

**Hampton Parochial Charity
Complaints Report
2023-2024**

1. Summary

This Annual Complaints report presents the first year of complaint handling performance since we recently implemented it as one of our key improvements.

The approach to handling complaints within the policy embedded the underlying principles as set out within the Housing Ombudsman Complaint Handling Code around accessibility, transparency, and fairness for our residents.

Overall, this approach to complaint handling has resulted in a positive result and has highlighted the need for regular monitoring and regular review of service requests and any complaints received by residents. The regular reviews implemented will ensure any issues are dealt with in a timely manner.

During this year, no complaints were received from the residents regarding their properties, the service requests provided or the staff.

2. Background

Hampton Parochial Charity is an Alms house charity with 12, one-bedroom independent living flats available for local older residents who meet the selection criteria set out in the Charity Scheme.

Residents are always provided with the opportunity to raise a formal complaint with us if they are dissatisfied at any time with the standard or the timing of any service provided.

3. The Complaints Process

There are 2 stages to the Charity's complaints process: Stage 1 and Stage 2 the appeals process. If the complainant remains dissatisfied, the residents have the option to seek further advice and assistance from the Housing Ombudsman or the charity's trustees.

The Charity continued to provide complaint and service request service throughout the period with residents able to submit a complaint directly via speaking to the clerk, email, telephone or letter.

4. Undertaking the Self-Assessment

This is our first Complaints Report since we commenced monitoring of our complaint's performance. Therefore, this report only includes the last 12 months of complaint handling performance from 2023 onwards. Going forward we will be able to draw comparisons of annual performance against previous years to highlight areas for improvement.

There have been no complaints received during the period that this report was undertaken. However, while undertaking the Charity's complaints self-assessment, some changes have been made to our Complaints Policy and our procedures to ensure the data collected going forward meets with the Housing Ombudsman's code of conduct. These changes are seen as a positive improvement for the charity and its residents. The self-assessment has allowed us to identify areas of monitoring our service that will result in improvements for the residents.

Timescales have been reviewed to align with the Housing Ombudsman's Complaint Handling Code. From November 2024, the timescales for exclusions have been raised to 12 months and stage one complaints were revised to 10 working days.

A service request log has been implemented to ensure timings, procedures and resolves are monitored to ensure data is available for MRC communication and improvement plans.

An MRC has been appointed from the Board of Trustees to ensure all complaints are monitored, communicated and resolved throughout the year. Any lessons learnt will enable swift changes and implementation of revised procedures and policies.

Overall, undertaking this report has highlighted areas where improvements can be made with communication with residents and data capture to highlight service levels and ensure service requests are met in a timely manner.

5. Lessons learnt

The Hampton Parochial Charity has a commitment to learning and improvement. Complaints and other formal enquiries are important information, providing an opportunity to understand where and why

things sometimes go wrong and provide a basis for us to make positive changes, informed by data and the resident voice.

Complaints are a way in which we can gain insight into how we need to improve the experience that residents have with the charity.

All services endeavour to focus on providing a response that resolves all the issues raised and finding a suitable outcome in a timely way.

The clerk has begun to hold regular weekly meetings with the caretaker to ensure any service requests have been completed in a timely manner. Any delays are reported back to the resident immediately with the reason why there is a delay to ensure full communication in completing any service request.

6. Conclusion

Although we have not received any complaints during this working period, we will ensure that any complaints and service requests are reported to the Trustees at each quarterly meeting. The report will soon be uploaded onto our website for our residents to view.

We strive to provide an excellent quality of service to all our residents. We will continue to use our service records and any complaints to identify areas for improvement in our processes and procedures.

Prepared by :

Nicki Hall – Clerk to the Trustees