

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024.

There was one formal complaints received in 2024 by the Charity during our financial year 2024.

Service improvement is an ongoing area of work for the Charity and we use our annual residents survey's findings and Key performance indicators reported at each quarterly meeting to inform of any required service improvements alongside our various regulators.

Response from the Board

The Board of Wyggestons and Trinity Almshouses welcomed the annual complaints report and the self-assessment against the revised Complaint Handling Code. In addition to this full report with all data for the year, the Board and Committees receive quarterly updates on the volume and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and make recommendations as appropriate. Throughout the year we carry out regular visits to the Almshouses and support residents meetings.

Board members place emphasis and value on visiting schemes and speaking to residents, using identified themes and feedback to inform strategic decisions on how we run the organisation.

We consistently receive few if any complaints across our charity and 2024 was no different despite the challenges of a merger between the two charities. Our Executive team and Trustees have close relationships with our residents and their families, as well as the good quality of our maintenance management and we pride ourselves on being a responsive landlord in all our operations.

Historically, residents had considered a service request to be a complaint and with improved communication and information sharing with residents and staff, there is far greater clarity this year. There have been no findings of non-compliance or reports from the Housing Ombudsman about the Charity during the year.

We as the Board of Charity are proud that our organisation has an open and transparent culture that welcomes all feedback from residents, contractors and family members. The Board, Executive and our teams actively seek out residents' views, not just through complaints, and we work to address any issues and make service improvements.



Sandra Powell

Chairman of Governors

13.3.2025