

**Complaints Performance and Service Improvement  
Annual Report January 2025 – December 2025**

**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. T**

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 3 June 2025. Following review by the Ombudsman the reporting for small housing providers was realigned to 6 months post year end and so our 2025 return will be submitted in June 2026. While our approach broadly matches new code requirements, we reviewed and implemented a new streamlined policy from 2025 along with the self-assessment which was also completed.

**2 Over-view of complaint handling performance from 2025.**

2.1	Total no of complaints received:	2
	Percentage of overall almshouse properties	2
	Number of Stage One complaints	1
	Percentage of Stage One complaints responded to within timescales	1
	Number of stage two complaints	0

Percentage of stage two complaints responded to within timescales	0
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- 2.2 As this is the third 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 was limited previous data to assess performance against but there was a noted increase in complaints overall albeit only one was a service failure and timing effected the response time to the complaints.
- 2.3 Previous years assessments can confirm in the last two years all complaints have been dealt with in line with our new policy, procedures and timescales which have now been amended in line with the new Code.

### **3 Complaint outcomes**

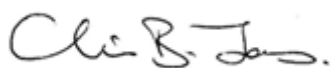
- 3.1 Apology given to the complainants that was received and a clear explanation of how the charity was minimising the risks and concerns the complainant raised in addition to staff management improvements.

### **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 2025, there were no clear lessons to report as though two formal complaints were received one was in relation to a third party failure and the other only partially upheld so learning and service improvements will be undertaken from 2026 complaints onwards.

### **5 Housing Ombudsman determinations**

- 5.1 No formal complaint has been referred to the Housing Ombudsman during 2025.
- 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