



Registered charity number: 215596

Complaints Performance and Service Improvement Report 2024-25

1. Introduction

This is our annual complaints report for the period 1st April 2024 to 31st March 2025.

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 them right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us and we will continually take feedback to the Board of Trustees to improve our services to residents.

2. Board of Trustees response

The Board of Trustees has reviewed and approved this year's Complaints Report.

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

When complaints are received, we follow our policy and procedures 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
1 st April 2024 – 31 st March 2025	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on. However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and we have provided more information about this in Section 10.

5. Types of Complaint Received

No complaints were received.

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

6. Complaints Escalated to the Housing Ombudsman Service

During this period, 1st April 2024 – 31st March 2025, 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 carried out a Residents' Satisfaction Survey in May 2024 and have used the feedback to help with our management of the almshouses and the running of the Charity.

9. The Housing Ombudsman Service

We include the Housing Ombudsman's 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

A copy of our Complaints Policy is in the Residents' Handbook which goes to all residents. It can also be found on the Documents page of the Charity's website: www.mhurstcharity.org.uk .

On receipt of a formal complaint, the procedures set out in the Complaints Policy will apply.

The key contacts for the Complaints process are:-

(a) The **Complaints Officer**:

Name: Sarah Baron
Telephone number: 01565 640755
Address: 1 St.Peter's Avenue, Knutsford WA16 0DN
Email address: mhurstcharity@gmail.com

(b) The **Appeals Officer**:

Name: Valerie Young
Telephone number: 07534 165722
Address: Lingcroft, Bexton Lane, Knutsford WA16 9AE
Email address: younggatlingcroft@hotmail.com

(c) The **Deputy Appeals Officer**:

Name: Andrew Lloyd Green
Telephone number: 07713 038340
Address: 34 Grove Park, Knutsford WA16 8QA
Email address: alloydgreen@gmail.com