

## Matthew Smiths Almshouse Charity

### Annual Complaints Performance and Service Improvement Report 2024-25

This Report is issued by the Charity under the Complaints Handling Code. This report is established against the specific heading included on the Housing Ombudsman Complaint Handling Code Guide

#### a) Self Assessment

A self assessment has been produced and is tabled for review at the Trustees meeting September 2025.

All four actions raised in the September 2024 report have been completed. The Complaints Policy was further updated in January 2025. New actions required to ensure the Charity's complaints handling policy remains in line with the code include:

Issue	Action
Complaints Policy awareness	Provide residents with a copy of the revised Complaints Policy
Complaints recording and analysis	Provide a specific Agenda item under Resident's Matters to be minuted.

#### b) Qualitative and quantitative analysis of complaint handling performance.

There have been no formal complaints raised in the period. A number of issues have been raised, predominantly to address routine maintenance items, and these have all been resolved expediently and to the satisfaction of residents and the Charity itself. Examples include white goods issues that saw new washing machines provided for two residents within 2 weeks of the issue being raised.

No issues have been raised which the Charity has refused to accept.

#### c) Ombudsman non-compliance findings

No findings raised

#### d) Service improvements made as a result of the learning from complaints;

Not applicable - no complaints have been raised in 2024/25

#### e) Any annual report about the landlord's performance from the Ombudsman;

We have received no report from the Ombudsman



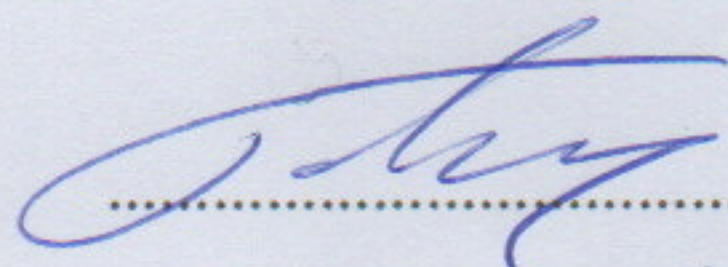
**f) Other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.**

No further reports in respect of the Charity have been produced by the Ombudsman

**g) Governing body's response**

This report was presented to the Charity's Trustees meeting in September 2025 and accepted subject to the actions noted in Section a) progressing in the 2025/26 financial year

Confirmed



Tim Garry

Charity Complaints Officer

Date

15 September 2025