

Matthew Smiths Almshouse Charity

Annual Complaints Performance and Service Improvement Report 2025-26

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 July 2026.

The two actions raised in the September 2025 report now have been completed. No new actions required to ensure the Charity's complaints handling policy remains in line with the code are required this year:

Issue	Action
None	None

b) Qualitative and quantitative analysis of complaint handling performance.

There have been no formal complaints raised in the period. A number of service request issues have been raised, predominantly to address routine maintenance items, and these have all been resolved expediently or have agreed plans in place with the residents affected. Examples include

- Replacement fridge for Flat 1
- Installation of more accessible toilet in Flat 4
- Plans for managing damp in Flat 4.

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 2025/26

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 July 2026 and accepted progressing in the 2025/26 financial year

Confirmed

V. Miao

Charity Complaints Officer

Date

8/07/2026