



Tiverton Almshouse Trust

Annual Complaints Performance and Service Improvement Report 2023/24

Review of Complaints 2023/24

Board Response

1. Introduction

This is our first annual complaints report for the period December 2023 to the 31st December 2024.

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 it 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 Board to improve our services to residents.

On 12 June 2025 the Chair of the Tiverton Almshouse Trust signed off the Board response:

- the 23/24 annual complaints performance and service improvement report for residents living in almshouse owned and managed by Tiverton Almshouse Trust.
- An update to the complaints policy for residents living in almshouses owned and managed by Tiverton Almshouse Trust to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of the Tiverton Almshouse Trust complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Tiverton Almshouse Trust adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Tiverton Almshouse Trust are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place starting May 2025. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of Tiverton Almshouse Trust values is **'Honesty: being accountable for all aspects of our work'**. As a small provider owning and managing 85 almshouse, the Board considers a summary of each complaint and the lessons learned from individual complaints. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 24/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.

2. Board of Directors Response

Tiverton Almshouse Trust Board of Directors have reviewed and approved this years' Annual Complaints Report.

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

When complaints are received, we follow our policy and procedure 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
December 2023- 31 st December 2024	9	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 Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

During 2023/24 the Trust received nine complaints from 11 residents living in the 85 homes owned by Tiverton Almshouse Trust.

- Five complaints related to our repairs and maintenance service.
- One complaint related to how the Trust we dealt with anti-social behaviour issues.
- One complaint related to how the Trust dealt with an organisational re-structure.
- One complaint related to how the Trust dealt with a noise issue in an adjacent yard.
- One complaint related to how the Trust dealt with some residents experiencing sickness and diarrhoea following a resident Xmas lunch.

- Zero complaints related to rents and utility supplies after moving into a new home.
- Zero complaints additionally related to how the Trust dealt with WMC (rent).

6. Complaints Escalated to the Housing Ombudsman Service

During this period December 2023 – 31st December 2024, 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.

The Trust will next complete its annual residents satisfaction survey in June 2025 and will ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants 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

We try to ensure that complaints are resolved at the first point of contact, via Trust@tivertonalmshouse.org.uk / 01884 251444. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

- Via the Trust website www.tivertonalmshouse.org.uk

- By asking any member of staff
- E-mailing the Trust at Trust@tivertonalmshouse.org.uk
- Calling the Trust Office on 01884 251444

Tiverton Almshouse Trust complaints policy officers:

(a) The **Complaints Officer** :

Name: Mrs Nicola Askew

Telephone number: 01884 251444

Address: Tiverton Almshouse Trust, 18a Bampton Street,
Tiverton, Devon EX166 6AA

Email address: HousingManager@tivertonalmshouse.org.uk

(b) The **Appeals Officer** is:

Name: Mr Patrick Dummett

Telephone number: 01884 251444

Address: Tiverton Almshouse Trust, 18a Bampton Street,
Tiverton, Devon EX166 6AA

Email address: CEO@tivertonalmshouse.org.uk

Assistance can be obtained by visiting our office or calling us on 01884 251444.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

PD / DH June 2025

[Redacted signature]

- to be ratified by Trust Board
at the meeting on 12 August 2025