



Tiverton Almshouse Trust

Annual Complaints Performance and Service Improvement Report 2025

Board Response (23 June 2026)

Appendix 3

1. Introduction

This is the Trust's second annual Board Response to the Complaints Performance and Service Improvement Report for the period 1st January to 31st December 2025.

The report provides residents with information on complaints received, what the complaints entailed and what the Trust did to resolve them.

We strive hard to deliver high quality services but 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 the Board to improve our services to residents.

At the AGM & Board meeting of 23 June 2026 the Chief Executive proposed the Tiverton Almshouse Trust Board response to:

- the 2025 annual Complaints Performance and Service Improvement Report for residents living in almshouse owned and managed by Tiverton Almshouse Trust.
- A further update was completed to the Trust's Complaints Policy for residents living in almshouses owned and managed by Tiverton Almshouse Trust in 2025. This is a requirement of the new Housing Ombudsman Complaint Handling Code 2024.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024 has been completed for 2025.
- On agreement, the Board response, Complaints Performance and Service Improvement Report and Self-Assessment will be uploaded to the Trust website.

The Board has a Member Responsible for Complaints (MRC), the Chair, 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 Tiverton Almshouse Trust Board challenges the data and information provided to quarterly meetings. 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. 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 almshouses, the Board considers a summary of each complaint and the lessons learned from individual complaints. Our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 2025. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 2025.

2. Board of Directors Response

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

The Board receives reports on any complaints received and ensures that the Trust are proactively acting within the remit of the Code. The Trust has appointed a Complaints Officer; all complaints to investigate and ensure that we are in touch with our resident's needs.

When complaints are received, the Trust follows policy and procedure and when outcomes are agreed, the Trust will consider findings and make sure that its acts on any actions required.

The Trust seeks to learn from all complaints and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of the Trust's latest self-assessment for 2025 is available for information as a separate document.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1 st January to 31 st December 2025	8	0

For 2025, the Trust are pleased to report that it received the following complaints listed below.

The Trust ensures not to be complacent. 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

- One complaint related to the use of the on-site chapel by the Town Band.
- One complaint related to the refusal of additional opening hours for the on-site laundry.
- One complaint related to the quality of gardening provision.
- One complaint related to the specific timing of a resident social event.
- One complaint related to how the Trust dealt with a utilities under-payment.

- One complaint related to the wording in an edition of the monthly resident newsletter.
- One complaint from a resident supported by two family members related to an allegation of bullying and harassment.
- One complaint from a resident supported by a family member related to the removal of a fundraising poster from a communal area.
- No complaints related to the Trust's repairs and maintenance service.
- No complaints related to the Weekly Maintenance Charge.

In the same period 1st January to 31st December 2025, the Trust received and dealt with a total of 232 *Service Requests* from almshouse residents; 79 *Service Requests* from the Greenway Gardens site and 153 requests from John Greenway Close.

6. Complaints Escalated to the Housing Ombudsman Service

In all cases, the complainant(s) was or were satisfied with the Tiverton Almshouse Trust response and reply at Stage 1 of the Complaints Policy. No complaints therefore required escalation to Stage 2 of the process.

Outcomes at Stage 2: N/A

In 2025 no complaints were referred to, or investigated by, the Housing Ombudsman.

7. Compliance with the Code

The Trust complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

The Trust will next complete its annual residents satisfaction survey in June 2026 and will ensure that our Complaints Policy and Procedure is easily accessible for all.

Further 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.

The Trusts provides a copy of our Complaints Policy and Procedure to all new residents.

PD / DH June 2025

AGREED AND SIGNED BY THE BOARD
OF DIRECTORS 23 JUNE 2025.


Patrick Dummett
(CEO)