

# **HIBBERT ALMSHOUSE CHARITY**

## **2. ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT – 1<sup>st</sup> APRIL 2024 to 31<sup>st</sup> MARCH 2025**

### **1. Introduction**

This is our first Annual Complaints Report

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 residents' views and perceptions are important to us, and we will continually listen to feedback so as to improve our services to residents.

### **2. Trustees' Response**

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

The Board regularly receives reports on any complaints received and ensures that we are proactively acting within the remit of the Complaint Handling 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 take 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
01/04/2023- 31/03/ 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 Procedure and we have provided more information about this in Section 10.

## 5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the clerk or complaints officer by phone or by email.

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

## 6. Complaints Escalated to the Housing Ombudsman Service

During this period 01/04/2024 – 30/03/2025, 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 recently completed our tenant perception surveys and have used the feedback from these surveys to 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](http://www.housing-ombudsman.org.uk)

Email: [info@housingombudsman.org.uk](mailto: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 Simon Milner.

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:

(a) The **Complaints Officer**:

Name: Simon Milner

Telephone number: 07855 451379

Address: 546B Wandsworth Road,  
SW3JX

Email address: [simon\\_milner@hotmail.co.uk](mailto:simon_milner@hotmail.co.uk)

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

Name: Euan Kennedy

Telephone number: 020 7622 4469

Address: 5 Gauden Road, SW4 6LR

Email address: [info@hibbertalms.org.uk](mailto:info@hibbertalms.org.uk)

Assistance can be obtained by visiting our office or calling London Block Management Ltd on 020 7870 4000.

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 make available 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.

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