

HIBBERT ALMSHOUSE CHARITY

3. BOARD OF TRUSTEES' RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 8th August 2025 the Board received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by Hibbert Almshouse Charity.
- An update to the complaints policy for residents living in homes owned and managed by Hibbert Almshouse Charity 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 complaints system. The Board have considered and approved the Self-assessment Form and agrees 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 and adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that they 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 complaints management system has been in place throughout 24/25. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of our values is 'we learn'. As a small provider owning and managing 8 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, we do not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 24/25. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.

Approved by trustees of Hibbert Almshouse Charity – 8th August 2025