

Hampton Parochial Charity

Complaints Report 2025-2026

1. Summary

This bi-annual Complaints report presents the third year of complaint handling performance since we implemented it as one of our key improvements.

The approach to handling complaints within the policy continues to be embed the underlying principles as set out within the Housing Ombudsman Complaint Handling Code around accessibility, transparency, and fairness for our residents.

Overall, this approach to complaint handling has resulted in a positive result and continues to highlight the need for regular monitoring and regular review of service requests and any complaints received by residents. The regular reviews implemented will ensure any issues are dealt with in a timely manner.

During this year, no complaints were received from the residents regarding their properties or the service requests provided or the staff.

2. Background

Hampton Parochial Charity is an Alms house charity with 12, one-bedroom independent living flats available for local older residents who meet the selection criteria set out in the Charity Scheme.

Residents are always provided with the opportunity to raise a formal complaint with us if they are dissatisfied at any time with the standard or the timing of any service provided.

3. The Complaints Process

There are 2 stages to the Charity's complaints process: Stage 1 and Stage 2 the appeals process. If the complainant remains dissatisfied, the residents have the option to seek further advice and assistance from the Housing Ombudsman or the charity's trustees.

The Charity continued to provide complaint and service request service throughout the period with residents able to submit a complaint directly via speaking to the clerk, email, telephone or letter.

4. Undertaking the Self-Assessment

This is our second Complaints Report since we commenced monitoring of our complaint's performance. This report includes the last 12 months of complaint handling performance from April 2025 to the end of March 2026. We have been able to draw comparisons of annual performance against previous years to highlight areas or regular issue enabling us to see general areas for maintenance and service improvement.

There have been no complaints received during the period that this report was undertaken. While undertaking the Charity's complaints self-assessment, some minimal changes have been made to our procedures to ensure the data collected going forward meets with the Housing Ombudsman's code of conduct and reviews are undertaken regularly. These changes are seen as a positive improvement for the charity and its residents. The self-assessment has allowed us to identify areas of more regular monitoring to ensure our service will result in improvements for the residents.

Timescales were reviewed in November 2024 to align with the Housing Ombudsman's Complaint Handling Code have continued throughout the recent review period. From November 2024, the timescales for exclusions have been raised to 12 months and stage one complaints were revised to 10 working days. This has been maintained since it was first introduced.

The service request log has continued to be implemented to ensure timings, procedures and resolves are monitored to ensure data is available for MRC communication and improvement plans. The request log data is being reviewed regularly with the MRC and the administrator and presented quarterly to the Board of Trustees.

The MRC appointed from the Board of Trustees to ensure all complaints are monitored, communicated and resolved throughout the year has remained in this role. The regular reviews and reporting continue to allow any lessons learnt to enable swift changes and implementation of revised procedures and policies.

5. Data Analysis

The data for the service requests received are split into two categories. These being financial and maintenance. The overall volume of service requests has remained stable since our last report from 65 to 63, a slight decrease of 3%.

Financial service requests relate to resident support to deal with their finances; this includes support with sorting out their bills and supporting online applications for pensions, benefits and grants. These service requests have remained stable at the same rate with 65% of residents requiring some support over the previous 12-month period.

Maintenance service requests relate to any residential support with the maintenance of their property. This includes everything from a leaky tap and blocked drains to changing of light bulbs. These requests have increased by 73% from 39 in the previous period to 53 during the period of this report.

Overall, the decrease in the requests received highlight the improvement in the monitoring of communication with the residents and their knowledge that requests will be dealt with speedily.

Undertaking this report has highlighted that where improvements can continue to be made with maintenance and communication with residents the data capture highlights all service levels and ensure service requests are met in a timely manner. In addition, it has allowed the Trustees to see patterns in maintenance and resident requirements that allow further scrutiny in general overall building maintenance planning and service improvements.

6. Lessons learnt

The Hampton Parochial Charity has a commitment to learning and improvement. Complaints and other formal enquiries are important information, providing an opportunity to understand where and why things sometimes go wrong and provide a basis for us to make positive changes, informed by data and the resident voice.

Complaints are a way in which we can gain insight into how we need to improve the experience that residents have with the charity.

All services endeavour to focus on providing a response that resolves all the issues raised and finding a suitable outcome in a timely way. The clerk continues to hold regular weekly meetings with the caretaker to ensure any service requests have been completed in a timely manner. Any delays are reported back to the resident immediately with the reason why there is a delay to ensure full communication in completing any service request.

7. Conclusion

Although we continue have not received any complaints during this working period, we ensure that any service requests are reported to the Trustees at each quarterly meeting. The report will soon be uploaded onto our website for our residents to view.

The reduction in the volume of service requests reflects the facts that the monitoring of requests have improved and the needs of the residents are being supported.

We strive to provide an excellent quality of service to all our residents. We will continue to use our service records and any complaints to identify areas for improvement in our processes and procedures.

Prepared by :

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