
Annual Complaints Report 2025-2026

Municipal and Carter Owen Almshouse

Bree Norton-Smith - 18 June 2026

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025-2026

1. Introduction

This is our annual complaints report for the period 2025 to 2026.

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.

2. Review of Complaints

During 2025 to 2026 we received **6** complaints from **6** residents living in the homes St Georges and The Old Rope Walk owned by **Municipal and Owen Carter Almshouse Charity**.

- **4** complaints related to our repairs and maintenance service.
- **1** complaints related to how we dealt with anti-social behaviour issues.
- **1** complaint related to rents and utility supplies after moving into a new home.
- **0** complaint additionally related to how we dealt with rent.

In **0%** of the cases, the complainant was not satisfied with Municipal and Owen Carter Almshouse Charity reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

Outcomes at Stage 2

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2025/26.

3. Examples of Complaints

Learning from complaints to improve services.

- 1) Kitchen cupboards fell down on a resident when this was previously identified as an issue on a maintenance survey and failed to be actioned by the maintenance team. The resident was unhappy that more was not done to replace items damaged.
- 2) Resident unhappy with radiators
- 3) Resident complaints of damp and mould
- 4) Resident complaints of Tunstall Careline Modules
- 5) Multiple Resident complaints about Maintenance Team

4. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

5. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
2025-2026	6	0

This year, we confirm that we received **6** formal complaints. The charity views this as successful implementation of The Complaints Policy and Procedure and following the guidance of the Housing Ombudsman Complaint Handling Code.

Residents were informed of the changes to the complaints policy and processes and encouraged to complain through multiple channels at a resident coffee morning in 2025. This was also highlighted in the Resident Newsletter and the 2024 Annual Report which was printed and given to every resident.

Residents have been encouraged to complain and the charity is happy that we are now receiving emails, where previously this was not the case.

The charity received multiple service requests in relation to concerns raised by residents in addition which were successfully handled quickly and effectively thus resulting in no complaints arising from them.

We will continue to ensure that all residents know how to access our Complaints Policy and Procedure.

6. 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.

7. Compliance with the Code

We have had a complaint policy in place from June 2023 however is updated annually to comply with the complaint handling code and recent guidelines. We have complied with the code since 18th July 2025. Prior to this the charity was unaware of it's existence.

8. Learning & Service Improvements

A change of Maintenance team was implemented in January 2026 following complaints received by Residents and Staff. We hope this will prevent service requests from turning into complaints.

A damp survey has also been completed and education on managing condensation is reviewed regularly.

We will continue to implement the Code for 2026; including increasing visibility to all residents of the complaints Policy and Procedure. We continue to openly encourage residents to complain and provide multiple channels to do this.

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 **Pat Anderson our resident Warden**. Pat lives onsite and is contactable during office hours (Monday-Friday 9am-5pm) and is the primary manager for all services regarding our residents. If you remain dissatisfied, a complaint can be made via the Clerk or any Trustee.

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

(a) A copy is found in the Resident Lounge and is given to all residents every year.

(b) Assistance can be obtained by visiting our office or calling **Pat Anderson on 07970956459.**

(c) The Clerk : Bree Norton-Smith

Telephone number: 07480643426

Address: FAO: Clerk, The Old Rope Walk, Blandford Road, BH15 4AU

Email address: clerkorw@gmail.com

(d) The Complaints Officer is: Julie Mills

Telephone number:

Address: FAO: Complaints Officer, The Old Rope Walk, Blandford Road, BH15 4AU

Email address: complaints@oldropewalk.co.uk

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

10.2. We also provide a copy of our Complaints Policy and Procedure to all new residents. Each year when our Annual Meeting takes place, we will now send a copy of our current self-assessment against the Complaints Handling Code to all residents.

10.3. 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.

10.4. 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.

11. Management Committee's Response

The Municipal and Owen Carter Almshouse Board of Trustees have reviewed and approved this years' Annual Complaints Report.

11.1 The Board will now regularly receive reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We have appointed the clerk as complaints officer (**Bree Norton-Smith**) to investigate complaints to ensure that we are in touch with our resident's needs.

11.2. 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 will learn from them and use them in a positive way to deliver future service improvements.

11.3. We should be easy to contact via telephone on **07480643426** and always reply to an email within 7 days. We're keen to know if we fall short and we're grateful for any feedback on our complaints process. Please let us know at clerkorw@gmail.com

11.4 A self-assessment against the Housing Ombudsman Complaint Handling Code 2025-2026 has been submitted.

11.5 The Board has a Member Responsible for Complaints (MRC) **Julie Mills** who provides additional assurance to the Board on the effectiveness of **the Municipal and Owen Carter Almshouse Charity** 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.

11.6. Throughout the year the Board has challenged the data and information provided to the Board. **The Municipal and Owen Carter Almshouse Charity** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction.

This gives the Board assurance that **The Municipal and Owen Carter Almshouse Charity** 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 adopted in 2025. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

11.7. One of **The Municipal and Owen Carter Almshouse Charity** values is 'we learn'. As a small provider owning and managing 42 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, **Municipal and Owen Carter Almshouse** does not have enough complaints to learn from trends. But our learning from individual complaints demonstrated that communication was a key factor for complaints prior to 2025. Maintenance Dissatisfaction has been the overriding complaint for 2025-2026 and a new team has been contracted.

Training, expectations, and systems have all been improved during 2025-2026. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.

This Report has been approved for issue by the board of trustees

Signature:

Name:

Date: