

**Annual Complaints Performance and
Service Improvement Report
1st January – 31st December 2025**

1 Introduction

This report covers the charity's compliance with the Housing Ombudsman Complaint Handling Code, and the charity's complaints handling performance.

The Trustees and Clerk are committed to providing the best possible services to residents. Sometimes things go wrong and it's important that things are put right as quickly and as satisfactorily possible.

A self-assessment of the complaint handling service has been made and the Trustees are assured that the Housing Ombudsman Complaint Handling Code (April 2024) is being complied with.

2 Summary of complaints received

There have been no complaints received in the period covered by this report.

3 Housing Ombudsman cases and reports on our complaint handling

There have been no Housing Ombudsman cases and reports on the charity's complaint handling.

4 Service improvements made as a result of complaints.

The Trustees are aware that sometimes a lack of complaints can be influenced by a defective complaints system. In light of this the Trustees periodically review the charity's complaints handling policy to make sure it is fit for purpose and not discouraging residents from making a complaint. A review of any complaints is made at each meeting of the Board of Trustees. The creation of a website for the charity has improved resident access to information relating to complaints handling.

5 Conclusion

The Trustees are pleased that residents appear to be happy with the services provided by the charity. The Trustees welcome feedback and suggestions from residents via the annual face-to-face meeting with residents and through day-to-day contact with the Clerk.

6 For information: The Housing Ombudsman

The Housing Ombudsman is a free (to residents), independent, and impartial service. Their work is funded through landlord subscription fees. They investigate complaints and resolve disputes involving the tenants and leaseholders of social landlords, (housing associations and local authorities). Residents can take a complaint to the Housing Ombudsman Service for investigation after going through the landlord's complaint process, if the issues have not been resolved. The service also helps where the landlord is not responding to a complaint they've received. Members of the Housing Ombudsman Scheme must comply with the Ombudsman's Complaint Handling Code. The code aims to achieve best practice in complaint handling. The Ombudsman has the power to make orders to landlords, this might mean ordering the landlord to apologise, carry out works or pay compensation. Please see the Housing Ombudsman website link for more information: <https://www.housing-ombudsman.org.uk/>

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