

# BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT FOR 2024/2025

1. On **16th July 2025** the Board received and approved:
  - the 2024/25 annual complaints performance and service improvement report (“the report”) for residents living in homes owned and managed by **Sir E.D. Walker Trust** (“the Trust”).
  - a self-assessment against the new Housing Ombudsman Complaint Handling Code 2024
2. The Board is pleased to note that the Trust received no formal complaints in 2024/25. This does not mean that the Trust is complacent and it will continue to ensure that all residents know how to access its complaints policy and procedures
3. The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of the Trust’s complaints system. The MRC has had complete access to Trust records, talks with staff and residents and has been involved in the preparation of the annual report and self-assessment. She is satisfied and has satisfied the Board that the self-assessment accurately reflects the Trust’s complaints handling process.
4. On **21 May 2025** the Board approved a further update to the complaints policy for residents living in homes owned and managed by the Trust with the aim of meeting more clearly the requirements of the new Housing Ombudsman Complaint Handling Code 2024.
5. In light of the contents of the report the Board has authorised further amendments to its complaints policy as suggested in the report and identified in the self-assessment, namely:
  - By replacing section 7.9 with “A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the Complainant.”
  - By inserting in section 8.2 a new sub-paragraph b) as follows: “make clear which aspects of the complaint the Trust is, and is not, responsible for and clarify any areas where this is not clear” and relettering the subsequent sub-clauses;
  - By inserting a new section 8.6 as follows “A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident” and renumbering subsequent clauses

6. The Trust strives hard to deliver high quality services, but the Board accepts that it may not always get it right and when it does not, it will acknowledge this and attempt to correct it.
7. The views and perceptions of residents are important to the Trust, and feedback is continually considered by the Board so as to improve services to residents.
8. Complaints will not be seen simply as a criticism of the Trust's performance but instead, where upheld, as an opportunity to put matters right and also to learn in order to improve service standards.
9. The Board will aim to ensure that complaints are resolved at the first point of contact, usually via the manager. If a resident remains dissatisfied, a formal complaint can be made.
10. Residents can access our complaints policy and procedure in the following ways:

Perusing the copy provided to them personally, or by viewing it on the noticeboard in the Communal Hall or on the Trust's website <https://siredwtrust.co.uk>. Assistance can be obtained by visiting our office or calling the office on **01325 463083**. Details of the complaints policy and procedure will also be given in the event of the Trust seeking wider feedback about its services and a brief summary is included within the Residents' Handbook.

11. The Housing Ombudsman Service's contact information is included in the Residents' Handbook and on the noticeboard in the Hall, to actively encourage tenants to access the Ombudsman service for assistance where required.

Residents should be aware that they do not need 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

12. The Annual Report regarding complaints and self-assessment against the Complaints Handling Code together with this response and a copy of the complaints policy and

procedure will be published on the Trust's website and on the noticeboard in the communal hall where they will be available to all residents.