

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT FOR 2025/2026

1. On **15th July 2026** the Board received and approved:
 - the 2025/26 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 Housing Ombudsman Complaint Handling Code 2024
2. The Board is pleased to note that the Trust received no formal complaints in 2025/26. This does not mean that the Trust is complacent and it will continue to strive 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 and the other members of the Board are satisfied that the self-assessment accurately reflects the Trust's complaints handling process.
4. After considering the contents of the report and the self assessment, the Board has requested that an amended complaints policy be produced for approval at its meeting on 16th September 2026. A copy of the amended policy will be published and distributed to all residents following approval.
5. 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.
6. 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.
7. 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.
8. Residents can access the Trust's 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.

9. 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

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. The Annual Report regarding complaints and self-assessment against the Complaints Handling Code together with this response and a copy of the revised 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.
11. Assisted by its MRC the Trust will explore other opportunities to promulgate its complaints procedure to residents.