Sir Robert Coke Almshouses (Reg.d Charity 217120)

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

REPORT – 2025-2026

1. Introduction

Annual complaints report for the period **1st April 2025 to 31st March 2026**.

It provides our residents with information on the complaints received, what they were about and what was done to resolve them.

The Trustees strive hard to deliver high quality services, but 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 work with our agent, Peak District Rural Housing Association to improve our services to residents.

2. Management Committee's Response

Board of Trustees have reviewed and approved this years' Annual Complaints Report.

The Trustees regularly review reports on any complaints received and ensure that they are proactively addressed within the remit of the Code. We appoint Peak District Rural Housing Association, whose Complaints Officers investigate complaints and report back to ensure that we are in touch with our resident's needs.

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 respond to any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

Our latest self-assessment has been completed and provided to the Housing Ombudsman for review. Improvements to the complaints process made and the policies updated. A copy of this is available upon request.

Furthermore, the Trustee's Complaints Officer has reviewed the PDRHA policy in line with the Housing Ombudsman's recommendation and a number of improvements have been made. A copy of the latest Complaints Policy may be found on the Peak District Rural Housing Association website in the following location:

https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
01.April.25 to 31.March.26	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refuse to accept complaints regarding Anti-social Behaviour (ASB). This is because, through Peak District Rural Housing Association, we have a separate ASB Policy and Procedure to deal with this, which may be found on the PDRHA website.

If we refuse to accept a complaint, the reasons for this will always be explained in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1st April 2025 to 31st March 2026, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We maintain regular contact with Peak District Rural Housing to ensure that their Complaints Policy and Procedure is easily available for all residents and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

Housing Ombudsman Service's contact information is included in all correspondence relating to services to actively encourage tenants to access their services 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

As our agent, PDRHA try to ensure that complaints are resolved at the first point of contact, search “Report a Repair” on the PDRHA website. If you remain dissatisfied, a formal complaint can be made. Go to https://www.peakdistrictrha.org.uk/contact-us/complaints/ for details

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

- myhomeonline (log in and submit a form)
- Email enquiries@midlandsrural.org.uk
- Website Submit a complaints/contact us form
- Letter Memorial House, Stenson Road, Coalville, Leicestershire, LE67 4JP
- Telephone 0300 1234 009

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

PDRHA provide a copy of the Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we share our performance with our Parish Council representatives and shall be publishing this information, along with the Complaints Performance report, on their web site.

The publication of this report and our Board of Trustee’s response demonstrates to residents that we value their perceptions of the services we deliver.

Report by The Trustees, Sir Robert Coke Almshouses
October 2026