



Worcester Municipal Charities

Registered Charity No 1166931

Annual Complaint Performance and Service Improvement Report 2024/5

At Worcester Municipal Charities we value our residents' feedback and the lessons we learn from complaints.

To do this, we are committed to:

- Ensuring residents have access to and are aware of our complaints policy which complies with the requirement of the Housing Ombudsman
- Providing accessible and inclusive channels to make a complaint
- Providing an honest, transparent and fair response to all complaints.

To achieve these commitments, we have:

- Adopted a new Complaints Policy in accordance with the Housing Ombudsman's recommendations.
- Completed the self assessment confirming the policy's compliance and the Board's wish to comply and improve the current process.
Published the Complaints Policy and Self Assessment document on our website <https://www.wmcharities.org.uk/pdfs/Complaints-Policy.pdf>
- Set up a system to record complaints and provide regular reports to our Board
- Added "Complaints" as an agenda item for each monthly Board meeting.
- Agreed that the Board will annually review the operation of the policy as part of its Annual Service Review Report.

Information Data taken from April 2024 to March 2025

Prior to the adoption of the new Complaints Policy no formal complaints have been received due to the effective work of our wardens and SmartLets staff in dealing with Service Requests informally.

No complaints have been received in this period.

No complaints have been refused to be accepted.

No complaints have been referred to the Housing Ombudsman.

Trends so far:

None as we have not had any complaints.

Service improvements made:

None as we have not had any complaints.

Action Plan:

None as we have not had any complaints.

Worcester Municipal Charities response to report:

On 26th February 2025 the Worcester Municipal Charities Board adopted the new complaints policy and considered the self-assessment against the Ombudsman's code alongside the annual complaints and service improvement report. The Board was happy to approve compliance with the code. The Board will oversee and receive reports throughout the year on any complaints received and will annually review and complete the improvement plan.

Dated 12 March 2025