

Annual Complaint and Performance Report - March 24/25

Kingsclere Almshouse Charity is a small charity which provides Almshouses for poor persons in the parish of Kingsclere and that part of the parish of Bauthurst which formerly formed part of the parish of Kingsclere (2 bungalows) or within a 1 1/2 miles from the Almshouses belonging to the charity of George Durbridge (12 bungalows) and a Wardens bungalow.

During this year there has been a turnover of staff and Trustees.

Current structure for dealing with complaints :

Complaints Officer (stage 1)– Ros Sturgess for Durbridges, Warden (Lives on site)

Complaints Officer (stage 1)– Gill Hern for Browns Cottages Kingsclere.

Appeals Officer (stage 2) – Nigel Chamings, Trustee.

Member Responsible for Complaints (MRC) – Melanie Prater

Summary of Complaints

Complaints refused - 0

Service Complaints - 0

Contractor Complaints – 0

Nuisance / ASB Complaints – 0

As there are no recorded complaints there is no analysis of themes and trends.

Findings of Non Compliance with this Code by the Ombudsman.

Non received

Service Improvements made as a result of Learning from Complaints Code implementation.

Improvements made as a result of implementing the Complaints Code are as follows.

Ongoing training of staff and Trustees to promote understanding the requirements of the Complaints Code.

Complaints Policy KCP10 included in residents handbooks.

Introduction of formal procedures to record complaints / appeals received - attached templates (2)

Introduction of formal procedure for recording all service requests – Attached template (1)

Complaints introduced as an agenda item at all Trustees meetings.

Complaint records / responses will be published as required on Charity Website as soon as it is live. At the time of submitting this report the website host has technical problems.

Annual report about the Landlords performance from the Ombudsman

None received.

Gill Hern

Kingsclere Charity Clerk