



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

Bristol & Anchor Almshouse Charity

REPORT 1st September 2024 to 31st August 2025

A REVIEW OF COMPLAINTS AT Bristol & Anchor Almshouse Charity IN 2024-2025

During 2024 to 2025 we received 1 complaint from a family member to one of our residents of Bristol & Anchor Almshouse Charity.

0 complaints related to our repairs and maintenance service.

0 complaints related to how we dealt with anti-social behaviour issues.

0 complaints related to rents and utility supplies after moving into a new home.

0 complaints additionally related to how we dealt with rent.

1 complaint relating to the welfare of the resident.

In 100% of the cases (1), the complainant was not satisfied with Bristol and Anchor Almshouse Charity's reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

Outcomes at Stage 2. N/A

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2024/25.

Learning from complaints to improve services

Issue	Learning point
The complaint received was regarding a lack of response to a letter sent by a family member following a meeting about their mother's welfare. Unfortunately, the letter was handed to a staff member who then went on compassionate leave, and as a result, it was not responded to. The outcome at stage two of the complaint was that the resident's family member was satisfied and wanted the matter closed	To prevent similar issues in the future, all complaint letters will now be shared with either the Chair or the MCR. Additionally, we have implemented an addendum outlining the appropriate procedure for holding meetings with residents and their families when safeguarding or welfare concerns are involved.

Conclusions:

The complaints we received concentrated on not receiving a response to their letter as set out in the complaints policy within 5 working days (clause 5.3 or complaints policy)

- Share any complaint letters with either Chair of the Charity or Member responsible for complaints
- Better policy with regards to safeguarding meetings

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **2 September 2025** the Board received:

- the 2024/25 annual complaints performance and service improvement report for residents living in homes owned and managed by Bristol and Anchor Almshouse Charity.
- An update to the complaints policy for residents living in homes owned and managed by Bristol & Anchor Almshouse Charity to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2025

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Bristol and Anchor Almshouse Charity's complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Bristol and Anchor Almshouse Charity adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Bristol and Anchor Almshouse Charity are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place from 2023. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of Charity's values is 'we learn'. As a small provider owning and managing 22 homes the Board considers each complaint and the lessons learned from individual complaints. Given our size, Bristol and Anchor Almshouse Charity does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 2023.

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

1. Introduction

This is the annual complaints report for the period 1st September 2024 to 31st August 2025.

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

We strive hard to deliver high quality services, but we accept that we may not always get it right. 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 take all feedback to the Board to improve our services to residents. We sent out a Resident Satisfaction survey during 2025 and have received a positive response from the residents

2. Management Committee's Response

Bristol and Anchor Almshouse Charity Board of Trustees have reviewed and approved this year's Annual Complaints Report.

The Board regularly receives reports on any complaints received and ensures that we are proactively acting within the remit of the Code. We have appointed a Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When a complaint is received, we follow our policy and procedure. When outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our 22 page annual self-assessment for 2024-25 is available from the office.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
Sept 2024- Aug 2025	1	1

5. Types of Complaints Received

The one complaint received in the year related to how residents welfare. The outcome we needed to formalise our process when carrying out any welfare or safeguarding meetings and an addendum to the safeguarding and complaints policy was completed. The outcome at stage two of the complaint was that the resident's family member was satisfied and wanted the matter closed

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During the period Sept 2024 – Aug 2025, no complaints cases were 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

We sent out a Satisfaction Survey to all residents in 2025 and have used the feedback from this survey to offer any training to residents. We have also issued the complaints policy with the survey. More detailed information is given in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal ongoing complaint 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

We try to ensure that complaints are resolved at the first point of contact, via the Office at the Beehive, or by email or phone call. If you remain dissatisfied, a formal complaint can be made.

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

The Complaints Officer is:

Name: Jessica Cornes
Telephone: 0117 9354471

Bristol and Anchor Almshouse Charity
The Beehive, 19a Stretford Road, Bristol BS5 7AW
Email address: jessica@thebeehivebristol.co.uk

The Appeals Officer is:

Name: Ann Smith, Chair
Telephone 0117 9354471

Bristol and Anchor Almshouse Charity
The Beehive, 19a Stretford Road, Bristol BS5 7AW
Email address: ann.smith777@outlook.com

Assistance can be obtained by visiting the office or calling on 0117 9354471.

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

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we will provide information within our Annual Report regarding complaints to all residents. A copy of the current self-assessment against the Complaints Handling Code is available from the office.

We also include information within any services correspondence so that residents know how they can complain.

Our intention is that the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.