Board Response to the Annual Complaints Performance Report 2025-26

The Board of Trustees of Bristol & Anchor Almshouse Charity considered the Annual Complaints Performance and Service Improvement Report 2025-26 and self-assessment at its meeting on 15 October 2026.

Complaint handling performance. The Board notes that no complaints were received in 2025-26. We recognise that, with 22 residents and staff on site every day, many concerns are resolved early. We also accept that a nil return can mean residents find it hard to complain, and that records from earlier in the year may not have captured every concern raised informally. We therefore do not treat the nil return as evidence of good performance on its own. We welcome the staff briefing, the use of the resident case log and the complaints tracking spreadsheet, which will give the Board a more reliable picture from 2026-27.

The self-assessment. The Board welcomes an honest self-assessment. We accept its findings: 41 provisions are met, 23 are partly met and 6 are not met. Most gaps are in the wording of our complaints policy rather than in how residents are treated in practice. We take the six provisions not met seriously, in particular the Stage 2 response timescale (6.14) and the informal "minor complaints" route (5.2).

Decisions and commitments. At this meeting the Board approved the Financial Policy, which gives delegated authority for compensation and goodwill payments, and adopted the Stage 2 final response letter template. The Board commits to:

- considering the revised complaints policy on 20 October 2026, with the aim of closing the policy gaps identified;
- making sure all trustees who hear Stage 2 appeals complete complaint handling training by 31 December 2026;
- including a complaints objective in staff job descriptions and appraisals from 1 January 2027;
- reviewing the Anti-Social Behaviour Policy in January 2027, so that it does not discourage residents from complaining.

Oversight. The Member Responsible for Complaints will monitor the action plan, and progress will be reported at each quarterly Board meeting within the Housing Management Update. The Board will also consider how to encourage residents to raise concerns.

Signed on behalf of the Board of Trustees:

Ann Smith, Chair of Trustees — 20/10/2026