

The Leonard Chamberlain Trust
Annual Complaints Performance & Service Improvement Report
2025

This report is considered by the Board of Trustees each year, recorded as part of the trustee minutes and copies are available for residents upon request.

We value our residents' feedback and the lessons we learn from complaints. If we do receive any complaints and have not got something right, we'll make the necessary changes to improve and increase satisfaction across our services. To do this, we are committed to:

- Ensuring residents have access to and are aware of our complaints policy which complies with the requirements 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:

- Included the Complaints policy within our resident's handbook and distributed this to all residents
- Distribute the complaints policy whenever there has been a change to the policy
- Set up a folder to improve how we record complaints and provide regular reports to our trustees.
- Added "Complaints" as an agenda item for each trustee meeting.

Annual complaints self-assessment:

See separate document.

Qualitative and quantitative analysis of complaint handling performance:

Complaints Data: 0 (zero) complaints have been received in this period.

Stage 1 data: 0 (zero) complaints have been received in this period.

Stage 2 Data 0 (zero) complaints have been received in this period.

The Leonard Chamberlain Trust have had no cases referred to the Housing Ombudsman.

Complaints Process:

- All complaints as they are received are logged onto an excel spreadsheet along with supporting documents under the Complaints Folder.
- All stage 1 complaints are assigned and handled by our Complaints Officer (the Secretary to the Trustees).
- The Complaints Officer ensures all details are logged and letters sent, and the complaint is handled in line with the Code.
- This ensures that complaint handling is compliant and consistent.
- The Complaints Officer holds training with those who receive complaints and advises of any updates to the Complaints Handling Code.
- Complaints are discussed initially with the Chairman of the Trustees (MRC)
- A complaints section is part of the standard agenda for the Board of Trustees

Summary of the types of complaints The Leonard Chamberlain Trust has refused to accept:

No complaints that meet the definition of a complaint have been refused to be accepted.

Any findings of non-compliance with the Code by the Ombudsman:

Not Applicable.

Lessons learnt:

At each trustee meeting (5x per year) there is a standard agenda item for complaints. If we had received any complaints, then this would be discussed along with lessons learnt and service improvement actions agreed.

Trends so far:

None as we have not had any complaints.

Service improvements made as a result of the learning from complaints:

None as we have not had any complaints.

Actions following any annual report about the landlord's performance from the Ombudsman

Not applicable.

Actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of The Leonard Chamberlain Trust

Not applicable.

Board of Trustees Response to this Report:

On 20 April 2026 the Board of Trustees noted that the charity had amended the Residents' Complaints Policy to bring reflect the changes in notifying complaints to the Housing Ombudsman by using an online form instead of an email address.

The trustees considered the self-assessment against the Ombudsman's code alongside the annual complaints and service improvement report. The trustees were happy to approve compliance with the code.

The trustees continue to receive reports throughout the year on any complaints received and on any improvement plans required and, lessons learnt from such complaints. To date, the board are pleased that the charity continues with its collaborative relationship with its residents and its objective to build a community that lives in good quality almshouses and as such has received no complaints as defined by the Housing Ombudsman.