

The Beaumont Charity Annual Complaints Performance and Service Improvement Report.

Year ending March 31st 2024

Analysis of Complaints Received : No complaints have been received or refused during the last financial year

Compliance: There have been no findings indicating non-compliance with the Ombudsman code.

Service Improvements made as a result of the learning from complaints : There have been no complaints

Response to Reports /Publications from the Ombudsman in relation to the Beaumont Charity: There have been no reports or publications

Trustees response to the above report and their review of the charity's complaint process.

The Charity's complaint policy and procedure was reviewed against the expectations of the Housing Ombudsman using the Housing Ombudsman's Self-Assessment form. In order to comply with the Housing Ombudsman requirements a revised policy was adopted at the Full Trustees meeting on the 24th September 2024.

The Charity has one telephone number residents call for service or other requests and the Clerk attends both sites regularly. The Clerk has a good working relationship with several contractors who respond quickly to requests for work. Where service requests take time to resolve – e.g. locating the source of a roof leak, residents are kept informed of progress. The Clerk's quarterly reports are testament to the quick response from the charity to property or other issues raised by residents. This proactive and highly responsive approach is considered to be the reason why the charity does not receive complaints. Residents know help is at the end of phone and responses will be quick.

The Clerk provides support to residents who sometimes struggle to understand correspondence from the council or other agencies. Age and frailty means many residents become flustered or agitated if confronted with significant amounts of paperwork. The Trustees and Clerk have concerns that the detail now required in the complaints procedure makes the policy less accessible to residents, and their next of kin. Consequently, it was agreed that the abridged form of the policy would be retained in the written text of the Resident Handbook with the addition of the Chairman's telephone number and address and this will refer to the full policy. The full policy will be provided in the appendix of the handbook, as was the case previously. A revised handbook complaints page with a copy of the revised policy will be given to residents as part of the landlord checks process currently taking place. This will give the Clerk an opportunity to explain the context of the revised policy and explain the process verbally. The revised policy will be explained to the next of kin of residents with dementia but not be shared with residents currently receiving palliative care in the last weeks of life or their next of kin. The detail in the handbook is considered sufficient in these cases for next of kin to understand how to complain should they wish to do so. Responses to any such complaints can then outline processes in more detail if required.

This report was agreed by the trustees at the Full Trustees Meeting 24th September 2024


Mr Ray Kerr Chairman of the Trustees.

Date : 24th September 2024