



BERKSWELL CHARITIES CIO -5189

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT APRIL 2025- MARCH 2026

A REVIEW OF COMPLAINTS AT BERKSWELL CHARITIES CIO IN 2025-2026

1. Introduction

This is our annual complaints report for the period 1 **April 2025** to **31 March 2026**.

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 and 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 continually take feedback to Board to improve our services to residents.

2. Management Committee's Response

Berkswell Charities Board of Trustees have reviewed and approved this years' Annual Complaints Report.

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

When complaints are received, we follow our policy and procedure and 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 latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
April 2025- March 2026	0	0

The Trustees of **Berkswell Charities CIO** will continue to ensure that all residents know how to access our Complaints Policy and Procedure, and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the clerk or complaints officer by phone or by email.

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 this period, **April 2025 to March 2026** we had no complaints cases 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 recently completed our tenant perception surveys and have used the feedback from these surveys to address concerns at an early stage and ensured our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information 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 complaint ongoing 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

By Telephone: 0300 111 3000

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via **the Complaints Officer**. 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:

(a) The **Complaints Officer** :

Name: Mrs Susan Walton

Telephone number: 07467948738

Address: c/o 52 Meeting House Lane

Balsall Common

Coventry

CV7 7FX

Email address: SusanWalton@berkswellcharities.org

(b) The **Appeals Officer** is:

Name: Mr Christopher Powell
Telephone number: 07402253961
Address: c/o 52 Meeting House Lane
Balsall Common
Coventry
CV7 7FX

Email : ChristopherPowell@berkswellcharities.org

Assistance can be obtained by calling us on **07305585770**, email Clerk@berkswellcharities.org or completing the Charities website contact form at <https://berkswellcharities.org/>

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

The Complaints Policy is accessible on the Charities' website. We also provide a copy of our Complaints Policy and Procedure to all new residents and to all residents when amendments to the contents are made.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

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

In addition, the publication of this report on the website and the Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver. For other readers of the website, transparency, methodology and the value the Trustees of Berkswell Charities attach to the Complaints process is open for inspection. The message is to ensure the Trustees will strive towards the early resolution of complaints to the satisfaction of the complainants at all times.

2. Review of Residents Perception Surveys 1 April 2025-31 March 2026

The Residents Perception Surveys of those residing in the Almshouses were conducted in March 2026. The survey contained all the mandatory 12 tenant perception measures, including overall satisfaction, complaint

handling, and home maintenance, the results are reported annually to the Regulator of Social Housing and are share on the Charities' website.

Berkswell Charities surveyed the occupants of the 14 almshouses and 8 responses were received, representing 57% of the total social housing stock. The results provide a positive overview of tenant experiences and highlight areas of strong performance across key services.

Overall, 63% reported that they were very satisfied with the service provided by Berkswell Charities with 37% being fairly satisfied. This reflects a consistently high level of tenant approval.

Feedback regarding repairs was particularly encouraging. Of the 75% who had reported a repair 83% were very satisfied the overall repairs service provided by Berkswell Charities over the last 12 months and 17% were fairly satisfied.

In terms of property maintenance, seven residents indicated they were satisfied with how their homes are maintained, including communal areas. 75% confirmed that their homes are very satisfied that the almshouses are in a safe condition. One resident reported a neutral view, being neither satisfied nor dissatisfied.

When it comes to communication and engagement, all respondents agreed they are kept well informed with 100% stating they are treated by Berkswell Charities fairly and with respect.

One resident expressed some dissatisfaction with how Berkswell Charities listens to tenant feedback, suggesting a potential area for improvement.

The organisation's role within the wider community was also viewed positively. Seven residents felt Berkswell Charities makes a positive contribution to the neighbourhood and handles anti-social behaviour effectively, while one respondent remained neutral.

Additional, questions were included within the survey to encourage further engagement with the residents and to be able to listen to the views provided. These were encouraging.

Overall, the survey results demonstrate a strong level of tenant satisfaction, with minor observations. No further feedback as provided. Berkswell Charities can take encouragement from these findings while continuing to improve in areas highlighted by residents.