

**Report of the Trustees**  
**Annual Complaints Review**  
**Financial Year End 31<sup>st</sup> March 2024**

1. On the 17<sup>th</sup> of July 2024, the Trustees completed a review of the annual complaints reports and data analysis. Due regard was given to:-

- Housing Ombudsman Complaints Code effective from 1<sup>st</sup> April 2024
- Complaints Code Self-Assessment Form
- Berkswell Charities Complaints Policy
- Residents' Feedback and Perception Surveys
- Annual Complaints Performance and Service and Improvement Report 2023/2024

2. The Trustees recognised that 2023-2024 was the first year of registration of Berkswell Charities CIO with the Housing Ombudsman which commenced following registration with the Regulator of Social Housing in October 2023.

The introduction of the Complaints Code was seen as a positive step by the Trustees. The self-assessment form ensured reflection and resolution were focused and progressive. The comparative analysis will be more detailed in the coming years.

3. The Trustees welcomed the results of the Residents' feedback and perception surveys 66% of the residents were “very satisfied” with the service provided and 0% were “somewhat dissatisfied”. This was an excellent result.

4. Results demonstrated early intervention was vital, and potential complaints were resolved satisfactorily. The process was effective which was imperative.

5. The Trustees resolved to adopt the Complaints Code Self-Assessment Form and

The Annual Complaints Performance and Service and Improvement Report 2023/2024 as drawn.