



BERKSWELL CHARITIES CIO
BOARD OF TRUSTEES RESPONSE TO THE
ANNUAL COMPLAINTS PERFORMANCE
AND SERVICE IMPROVEMENT REPORT 2025-2026

On the **19th May 2026**, the Board of Trustees received:

- The 2025/26 Annual Complaints Performance and Service Improvement Report for residents living in homes owned and managed by **Berkswell Charities CIO**.
- An update to the complaints policy for residents living in homes owned and managed by **Berkswell Charities** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the Housing Ombudsman Complaint Handling Code 2024
- Results of the Resident Perception Survey 2025/2026

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **Berkswell Charities** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board at each meeting of the Board of Trustees. **Berkswell Charities** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **Berkswell Charities** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place since 24/25. The introduction of the system has provided the Board with additional assurance on the accuracy of data on complaint handling. The

monthly review at the Board meetings enables the data to be tested and challenged.

One of **Berkswell Charities** values is 'we learn.' As a small provider owning and managing 14 homes the Board considers a summary of each complaint, and the lessons learned from individual complaints during each Trustees meeting. Given our size, **Berkswell Charities** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 25/26 which is reflected in the tenant satisfaction surveys. The Board of Trustees will continue to monitor the feedback on communication through the individual complaints reported to the Board during 26/27.

Resident Perception Survey Outcomes 2025-2026

The Trustees were extremely encouraged by the outcome of the surveys and have noted and will act upon those areas where room for improvement exists.

These include the reducing number of those completing the survey. In 2023, twelve of a possible fourteen replies were received, since then the number of replies has dropped each year. The Trustees would like to encourage responses from as many residents as possible and will address how this can be accomplished. The risk is areas of concern may exist which are not known to the Trustees.

Additionally, the Trustees agreed that the outcome of the surveys need to be feedback to the residents, including responses to the additional questions. The feedback will include the steps to be taken by the Trustees to ensure there is active and effective dialogue with the residents.