

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 24-25

A REVIEW OF COMPLAINTS AT THRALE ALMSHOUSE AND RELIEF IN NEED

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

REPORT – 2024/2025

Board of Trustees Statement:

Thrale Almshouse and Relief In Need Board of Trustees have reviewed and approved this years' Annual Complaints Report.

As a small provider owning 17 homes in the Ancient Parish of Stretham which are managed by Teachers Housing Association (THA), our complaints are handled on Thrale's behalf by Teachers' management team and staff.

There were no complaints received for the 2024/2025 period, however we take every opportunity to have an ongoing dialogue with our tenants to ensure we capture any dissatisfaction, and we encourage a positive culture around complaints.

There are regular visits to site from our Managing Agent, our own internal staff, and, as a Board we visit as part of planned events, and will support as needed as a number of the Board live in the Local Area.

When complaints are received, we follow THA policy and procedures. 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 as we strongly value the importance of local community in enriching people's lives and creating communities with respect for older people.

Introduction

This is our second annual complaints report for the period April 2024 to March 2025.

It provides our residents with information on the complaints we have received in relation to Polworth Road Home, what they were about, what we did to resolve them, and what improvements we have made. It is an opportunity for us to ensure we are actively listening to our residents and that we are confident we have made our residents aware on how they make a complaint if they are dissatisfied.

Key is listening to our residents, and we work closely with our residents and our housing management provider, Teachers' Housing Association, to ensure that any issues are resolved quickly to ensure our residents are satisfied with the homes and services we provide.

We have a vision of local communities that are resilient and sustainable; creating good places in which to live and grow older and our mission is to use our resources to help improve the lives of people in the Ancient Parish of Streatham.

Annual Self-Assessment

A copy of the latest self-assessment completed by Teachers Housing Association can be found [here](#) for information.

Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
April 2024- March 2025	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access the [Complaints Policy](#) and we have provided more information about this in Section 10.

Types of Complaints Received

If we refuse to accept a complaint, we will always write to residents and explain the reasons why in line with the Complaints Handling Code which is detailed in the Complaints Policy of Teachers Housing Association as the managing agent.

- Complaints Escalated to the Housing Ombudsman Service

During this period April 2024 – March 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.



THRALE ALMSHOUSE
& RELIEF IN NEED CHARITY

Compliance with the Code

THA have completed a self-assessment which confirms compliance with the complaint handling code and had no Ombudsman interventions.

Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We meet with residents as part of annual events, planned event days, and attend site at least once a month where we listen to our residents and will work with them to improve services and service delivery.

The Housing Ombudsman Service

We have provided tenants with the Housing Ombudsman Service's contact information, and it is displayed on site within our communal areas.

Tenants should be aware that they 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

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

Access to our Complaints Policy and Procedure

We try to resolve any issues as they arise without the need for a Resident to be dissatisfied. However, if a Resident is dissatisfied a complaint can be made in the following ways:

Via our website at [Polworth Road Homes | Thrale Almshouses](#)

Or contacting Jenny Rogers to request a copy of our complaints policy.

On receipt of a complaint for the Almshouses, the Teachers Housing Association Complaints Policy will apply.

We also provide a copy of the Complaints Policy to all new residents.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

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