



**THRALE ALMSHOUSE
& RELIEF IN NEED CHARITY**

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 23-24

A REVIEW OF COMPLAINTS AT THRALE ALMSHOUSE AND RELIEF IN NEED

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT:

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

Whilst there were no formal complaints received for the 2023/30324 period, we continue to have an ongoing dialogue with our tenants to ensure we continue to create great places for people to live as they grow older.

We encourage a positive culture around complaints, and our staff and those from our Managing Agent regularly visit our properties at Polworth Road to meet with our Residents. We value the importance of local community in enriching people's lives and creating communities with respect for older people.

ThrAle Almshouse and Relief In Need Charity

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2024

1. Introduction

This is our first annual complaints report for the period April 2023 to March 2024.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them in relation to Polworth Road Homes, which are managed by Teachers Housing Association as the Managing Agent.

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.

Key is listening to our tenants, and we work closely with our residents and our housing management provider, Teachers' Housing Association, to ensure that any issues are resolved quickly to prevent any complaints from occurring.

2. Management Committee's Response

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

The Board requires Teachers Housing Association, who are the Managing Agents for Polworth Road Homes to regularly report on any complaints received and provide assurance that we are proactively acting within the remit of the Code.

When complaints are received, we follow THA procedures 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 2023- March 2024	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 Procedure and we have provided more information about this in Section 10.

5. 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.

6. Complaints Escalated to the Housing Ombudsman Service

During this period April 2023 – March 2024, 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

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

We have improved the information on our website to reflect the Housing Ombudsman's Service contact information and updated our policy.

9. 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 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

Email: info@housingombudsman.org.uk

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

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via Jenny Rogers - jenny.rogers@thralealmshouses.onmicrosoft.com

If you remain dissatisfied, a formal complaint can be made.

Residents can access the Complaints Policy and Procedure and self-assessment against the Code in the following ways:

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

Or contacting Jenny Rogers to request a copy.

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

We also provide a copy of the Complaints Policy and Procedure 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.