

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2025

1. Introduction

This is our second annual complaints report for the period 1st January 2025 to the 31st December 2025.

It provides our beneficiaries 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 beneficiaries' views and perceptions are important to us, and we will continually take feedback to our Trustees to improve our services to beneficiaries.

2. Management Committee's Response

The Ogilvie Charities Trustees have reviewed and approved this years' Annual Complaints Report.

The Trustees regularly receive reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint the General Manager 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
1 st Jan – 31 st Dec 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 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 General Manager 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 1st January 2025 – 31st December 2025, 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 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.

Beneficiaries 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 the Scheme Manager for your site. 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. Gillian Galvan

Telephone number: 01394 388746

Address: The Gate House, 9 Burkitt Road,
Woodbridge, IP12 4JJ

Email address: info@ogilviecharities.org.uk

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

Name: Mrs. Belinda Grant

Telephone number: 01394 388746

Address: C/O The Gate House, 9 Burkitt Road,
Woodbridge, IP12 4JJ

Email address: info@ogilviecharities.org.uk

Assistance can be obtained by visiting our office or calling us on 01394 388746.

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

We also provide a copy of our Complaints Policy and Procedure to all new residents.

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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