

THE OGILVIE CHARITIES TRUSTEE BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 22nd June 2026 the Board received:

- the 2025 annual complaints performance and service improvement report for residents living in homes owned and managed by The Ogilvie Charities
- An update to the complaints policy for residents living in homes owned and managed by The Ogilvie Charities to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2025

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of The Ogilvie 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. The Ogilvie Charities adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that The Ogilvie 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 complaints management system has been in place throughout 2025. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of The Ogilvie Charities values is 'we learn'. As a small provider owning and managing 57 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, The Ogilvie 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 2024/25. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 2025.

Signed Chair Board of Trustees: *Belinda Grant*