

# LYGON ALMSHOUSE

## COMPLAINTS

### ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2024-2025

#### A REVIEW OF COMPLAINTS AT LYGON ALMSHOUSE IN 2024-2025

### Background Summary

Between 2024 and 2025, significant changes were implemented to address the concerns raised by residents during 2021–2023. The majority of complaints (around 90%) stemmed from dissatisfaction with responses from the Almshouse Board of Trustees. To resolve this, four trustees resigned, and a new Chair and Vice Chair were appointed.

Over the past 18 months, I have worked diligently to rebuild trust and foster a harmonious relationship with our residents. Key improvements include:

- **Clear Processes:** A transparent system for handling service requests and complaints has been introduced.
- **Efficiency:** Service requests are now resolved within **2–4 days** of notification.
- **Accountability:** All requests are documented in a shared Excel spreadsheet accessible to the entire team.

### Results Achieved

- **0 complaints** related to repairs and maintenance.
- **0 complaints** regarding residents' treatment by trustees.
- **0 complaints** on handling anti-social behaviour issues.
- **0 complaints** concerning rents and utility supplies after moving in.
- **0 complaints** on rent management.

These outcomes demonstrate that the measures taken have successfully addressed previous issues and created a positive, collaborative environment for residents.

#### Learning from complaints to improve services

Issue	Learning point
<p data-bbox="201 327 555 371"><b>2024/25 Summary</b></p> <p data-bbox="201 445 778 846">It took time to fully understand the root causes of residents' complaints. I dedicated many months to listening carefully, building trust, and earning their respect. The process of appointing a new Board Chair and Vice Chair, along with additional trustees, was equally thorough.</p> <p data-bbox="201 875 735 1182">The new Board brings a fresh approach and actively values residents' voices. Together, we work hard to create a safe, supportive, and happy environment for everyone in our community.</p>	<p data-bbox="807 327 1278 423"><b>Process and Continuous Improvement</b></p> <p data-bbox="807 452 1385 714">Having robust processes in place and ensuring all staff understand the importance of service requests and the timeframes for resolving them is essential to delivering excellent service to our residents.</p> <p data-bbox="807 743 1385 1274">While challenges may arise and complaints may occasionally occur, we view these as opportunities to learn and improve. Each experience helps us refine our processes and, where necessary, make updates. Complaints also provide valuable insight into how we manage our contractors, enabling us to ensure the highest level of satisfaction for our residents.</p>

**Conclusions:**

**Restoring Relationships and Governance**

It has taken over a year to address the issues that stemmed primarily from a broken relationship between the previous Board and the residents. This has now been resolved through the appointment of new Board members, the introduction of a Trustee Code of Conduct, and the establishment of a clear process for ensuring residents' voices are heard. These changes allow us to work collaboratively and respond to concerns in a timely and effective manner.

We should be easy to contact via telephone on **020 7731 6311** and always reply to an email within 48 hours on working days. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know by contacting the Chief Executive Officer on the above phone number or by email [Rosie.Falconer@lygonhouse.org](mailto:Rosie.Falconer@lygonhouse.org)

The Board has a Member Responsible for Complaints (MRC) who has now been appointed to provide additional assurance to the Board on the effectiveness of the Lygon Almshouse 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. Lygon Almshouse adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that the staff 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 the Ombudsman introduced the Annual Submission requirement. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of the Lygon Almshouse values is that 'we learn'.

### [The Housing Ombudsman Service](#)

Going forward, we are now including 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.

Residents 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](http://www.housing-ombudsman.org.uk)

Email: [info@housingombudsman.org.uk](mailto: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](#)

Going forward, we now try to ensure that complaints are resolved at the first point of contact, via the Office Administrator and/or the CEO of Lygon Almshouse. If a resident remains 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: Mr Christopher Hancock

Telephone number: 02077316311

Address: Lygon Houses Trust, 313 Fulham Palace Road, Fulham, London SW66TH

Email address: Christopher.hancock@lygonhouse.org

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

Name: Mr David Morris

Telephone number: 02077316311

Address: Lygon Houses Trust, 313 Fulham Palace Road, Fulham, London SW66TH

Email address: david.morris@lygonhouse.org

Assistance can be obtained by visiting our office or calling us on 020 7731 6311.

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

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

Each year when our Annual Meeting takes place, we will send a copy of our current self-assessment against the Complaints Handling Code to all residents. We will also provide information within our Annual Report regarding complaints.

We will also include information within any services correspondence so that residents know how they can complain.

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.