

THE JAMES CHARITIES ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT, 2024

1. Introduction

This is our first annual complaints report. It covers the period January to December 2024.

It provides our residents 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. When we do not, we will acknowledge this and attempt to correct it.

Our residents' views and perceptions are important to us. The James Charities Trustee Limited will continually take feedback to improve services to residents.

2. Management Committee's Response

The Trustee has reviewed and approved this years' Annual Complaints Report.

The Trustee regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers 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
January to December 2024	0	0

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

We are not complacent. 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 do not accept complaints regarding anti-social behaviour (ASB). This is because we have a separate ASB and harassment policy that deals with this. Copies are available from the manager's office, or by the complaints officer by phone or e-mail.

If we refuse to accept a complaint, we will 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, 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 recently surveyed our residents and have used the feedback to ensure that our Complaints Policy and Procedure is easily accessible for all residents and that they know how to access it.

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 residents 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

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. 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** is:

Name: William Coffin

Telephone number: 07496-248903

Address: 6A James Memorial Homes,
Birmingham B7 5NW

Email address: thejamescharities@btconnect.com

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

Name: Kim Hudson

Telephone number: 0121-327-0803

Address: The Manager's Office
James Memorial Homes
Birmingham B7 5NW

Email address: jamesmemorialhomes@btconnect.com

Assistance can be obtained by visiting the manager or calling 07967-485898.

Upon 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.

Each year, a meeting of directors assesses our performance against the Complaints Handling Code, and the result is shared with all residents. We also provide information within our Annual Report regarding complaints.

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

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