



HAMMERSMITH UNITED CHARITIES

June 2024

The Housing Ombudsman introduced a new Complaints Handling Code in 2024. Under the terms of this code the Charity is required to publish a Complaints Performance and Service Improvement Report along with a Governing Body response. These are found below.

Complaints Performance and Service Improvement Report

Hammersmith United Charities is an Almshouse charity with 92 flats providing sheltered housing for older people.

In 2023/24 the Charity received 7 complaints. Of these complaints 2 were not upheld, 2 were part-upheld and 3 were upheld. As a small organisation we have a lot of contact with residents and are able to follow up all complaints directly with residents. Prior to the introduction of the new Complaints Policy the Charity did not follow a strict Stage 1 and Stage 2 process and so will not be able to provide an analysis by Stage until the 2024/25 report.

There were no findings of non-compliance with the Code by the Ombudsman and there was no annual report about the Charity's performance from the Ombudsman.

As a result of these complaints the Charity has improved communication with residents about making appointments with contractors, changed the specification of works with contractors to make clear that contractors are responsible for taking their rubbish offsite, and ensured that all complaints are followed up with a written response rather than relying on informal feedback.

Governing body response

The Trustees of Hammersmith United Charities welcome the new Complaints Handling Code and take a positive approach to complaints. The Charity has adopted a new Complaints Policy to ensure that our practice is in line with the guidelines outlined in the Code.

Staff and Trustees have all been trained in complaints handling and the new Complaints Policy is widely shared with residents of the almshouses. The Chair of the Housing and Property Committee has been nominated as the Member Responsible for Complaints (MRC). The Housing and Property Committee, which is a Board sub-committee consisting of 5

Head office & Sycamore House
Sycamore Gardens, London, W6 0AS
General enquiries: 020 8741 4326

Registered Charity No: 205856
Homes and Communities Agency Registered No:1789



Trustees, the CEO and the Head of Housing and Property, receives a report on the complaints received, actions taken and lessons learned each quarter.

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