

HAMMERSMITH UNITED CHARITIES

June 2025

Under the terms of the Housing Ombudsman's Complaints Handling 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 2024/25 the Charity received 14 complaints. Of these complaints 7 were upheld, 6 were not upheld and 1 was unable to be determined. The 14 complaints were all dealt with at Stage 1, no complaints progressed to stage 2 and no appeals were received. The main themes were issues with contractors, such as being onsite at weekends and cleaning up after carrying out works and poor communication about when contractors are due to attend.

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.

The number of complaints received in the year is higher than the previous submission, this is because under the new policy launched in April 2024 we now define a broader spectrum of feedback as a complaint in line with new legislation.

The Charity reviews the potential for service improvement from each complaint and as a result has introduced a Code of Conduct for contractors and further improved communication with residents.

Governing Body Response

The Trustees of Hammersmith United Charities take a positive approach to complaints. The Charity's Complaints Policy ensures that our practice is in line with the guidelines outlined in the Code.

All staff received refresher training in complaints handling during the year, and the Chair of the Housing and Property Committee, along with four other Trustees who form the Housing and Property Committee, have received reports on the complaints received, actions taken and lessons learned every quarter.