

HAMMERSMITH UNITED CHARITIES
August 2026

Complaints Performance and Service Improvement Report

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

In 2025/26 the Charity received 15 complaints, 1 of which categorised as an Energy Complaint as it related to the hot water supply and 14 were categorised as Housing Complaints. The Energy Complaint was upheld.

Of the 14 Housing complaints 8 were upheld, 4 were partially upheld and 2 were not upheld.

13 of the Housing complaints were resolved at Stage 1, with 1 complaint progressing to Stage 2 and no appeals were received. The main themes were relating to poor communication about when contractors are due to attend.

The Charity reviews the potential for service improvement from each complaint and as a result further communication training for scheme managers is planned.

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 in line with the previous submission.

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.