



Pinnocks Charity

Housing Ombudsman Complaint Handling Annual Submission for the year 2025

CONTENTS:

• CURRENT COMPLAINTS POLICY	PAGES 1-10
• FULLY COMPLETED SELF-ASSESSMENT FORM	PAGES 11-37
• ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT	PAGES 38-40
• LATEST RESIDENT SATISFACTION SURVEY (TSS) – SUMMARY RESULTS	PAGE 41
• LATEST RESIDENT SATISFACTION SURVEY (TSS) – LANDLORD RESPONSE TO RESIDENT COMMENTS	PAGES 42-45
• BOARD’S RESPONSE, VIA THE CHAIRMAN OF TRUSTEES	PAGE 46

Pinnocks Charity

Complaints Policy (Housing Ombudsman Compliant)

Effective Date:	March 2026
Policy Owned by:	Application & Beneficiaries Committee
Required by:	Charity Commission, Housing Ombudsman
Source:	Almshouse Association
To be read with:	Complaints Flow Chart (Operational Procedures folder); Equality and Diversity Policy
Review Date no later than:	March 2027



Pinnocks Charity – Helping the People of Gravesham since 1624

The Henry Pinnock and Victoria and Albert Memorial Charity (Reg. Charity No. 210365), also known as Pinnocks Charity (Reg. Charity No. 1211347) | Registered Provider of Housing (Reg. No. A3969) | Member of the Housing Ombudsman Scheme | Member of the Almshouse Association

The Lodge, St Thomas's Almshouses, Old Road West, Gravesend, Kent, DA11 7LA

Website: www.pinnocks.org

Complaints Policy – Housing Ombudsman Compliant

1 Introduction

- 1.1 This policy applies to the trustees of Pinnocks Charity (the **Charity**) and seeks to ensure that the Charity’s complaints process is flexible and responsive to the needs of individual complainants to enable residents to be heard and understood.

The Charity complies with the Complaint Handling Code (the **Code**) issued by the Housing Ombudsman Service. All complaints dealt with under this policy will be dealt with in a manner consistent with the Code and the Charity will maintain all records as required by the Code.

Where a complaint response is handled by a third party (e.g. a contractor or managing agent) at any stage, it will form part of the two stage complaints process set out in this policy. Residents will not go through two complaints processes. The Charity will ensure itself that all third parties handle complaints in line with Code, through scrutiny and oversight within its annual report and self-assessment.

- 1.2 A **complaint** is defined as: “an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Charity, its trustees, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.
- 1.3 The word “complaint” does not need to be used expressly for the matter to be considered a complaint. Whenever a resident expresses dissatisfaction the Charity must give them the option to make a complaint. Complaints made by residents may be made by the resident’s carer, family members or a representative of a resident and these must be handled in line with the Charity’s complaints policy.
- 1.4 Complaints can be made to any staff member of the Charity. This can be done in a number of ways which include:
- Telephone
 - Face to face
 - Email
 - Letter
 - WhatsApp
 - Text
- 1.5 A service request is a request from a resident requiring action to be taken to put something right. **Service requests** are not a **complaint**. Service requests should be dealt with in accordance with the Residents’ Handbook. Failure to deal appropriately with a service request may lead to the matter being dealt with as a complaint.

- 1.6 Service requests will be recorded, tracked and monitored to completion
- 1.7 A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. The Charity must not stop their efforts to address the service request if the resident raises a complaint.
- 1.8 An expression of dissatisfaction with services made through a resident's survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where the Charity has asked for wider feedback about their services, they will provide details of how residents can raise a complaint.
- 1.9 In dealing with complaints the Charity will ensure that:
- (a) individuals who raise a complaint are listened to and treated with courtesy and empathy;
 - (b) residents will never be disadvantaged as a result of raising a complaint;
 - (c) complaints will be investigated promptly, thoroughly, honestly, and openly; and
 - (d) in dealing with complaints the Charity will comply with confidentiality and data protection policies.

2 Exclusions

- 2.1 The Charity must accept a complaint unless there is a valid reason not to do and will ensure we consider the individual circumstances of each complaint.
- 2.2 The following matters will not be considered as complaints:
- (a) The issue giving rise to the complaint occurred over twelve months ago.
 - (b) Legal proceedings have begun as defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at Court.
 - (c) Matters that have previously been considered under the complaints policy.
- 2.3 Unless excluded on other grounds, the Charity must accept complaints referred to them within 12 months of issue occurring or the resident becoming aware of the issue. Where there are good reasons to do so, the Charity must also consider whether to apply discretion to accept complaints made outside the time limit.
- 2.4 If a complaint is not accepted a detailed explanation will be provided to the resident setting out the reasons why the matter is not suitable for the

complaints process and their right to take that decision to the Ombudsman (see details below). The Ombudsman may direct the Charity to take on the complaint, in which case this policy will apply.

3 Unreasonable behaviour

We understand that complainants can get upset and frustrated when things have gone wrong.

3.1 If the Charity feels a complaint is pursued unreasonably, including any actions or behaviours of the resident/representative, these complaints will be reviewed in line with the charity's unreasonable behaviour policy.

3.2 All complaints will be reviewed on an individual basis

3.3 If any restrictions are put in place, these will proportionate and demonstrate regard for the provisions of the Equality Act 2010.

3.4 The charity will ensure any restrictions will be recorded, monitored and reviewed regularly and the complainant updated following the review.

3.5 Any restrictions in place will not prevent the Charity from ensuring the complaint can be taken through the full complaints process.

4 Accessibility and awareness

4.1 Complaints will be dealt with in a manner that is consistent with the Charity's Equality & Diversity Policy and the Charity's duties under the Equality Act 2010.

4.2 If any individual making a complaint wishes the Charity to make reasonable adjustments to accommodate an individual's particular needs, they, or their representative, should contact the *nominated lead for Equality & Diversity matters (the General Manager)* whose details are in the Residents' Handbook, by phone or by email or in person to discuss what adjustments may be possible.

4.3 The Charity acknowledges that a high volume of complaints must not be seen as negative, as this can be indicative of a well-publicised and accessible complaints procedure. Low complaint volumes are potentially a sign that residents are unable to complain.

4.4 The complaints handling policy will be listed in the Residents Handbook and published on the Charity's website. It will also be published in communal areas for a limited period of time, whenever updated. The Charity will consider all requests to provide the complaints policy in other accessible formats

- 4.5 Residents will have the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting. We will always follow data protection measures when disclosing any information to a third party.

5 Complaint handling staff

- 5.1 Complaints will be investigated by the Complaints Officer at Stage One.
- 5.2 Appeals will be investigated by the Appeals Officer at Stage Two.
- 5.3 If the Complaints Officer and/or the Appeals Officer are conflicted, or the complaint relates to the Complaints Officer and/or the Appeals Officer, the complaint should be directed to the CEO of the charity, whose details are in the Residents' Handbook.
- 5.4 Staff will be suitably trained in the importance of complaint handling.

6 Complaints process

- 6.1 At each stage of the complaints process, complaint /appeals officers must:
- a) deal with complaints on their merits;
 - b) act independently and have an open mind but may consider reports of previous complaints that relate to the same issue being complained about;
 - c) give the resident a fair chance to set out their position;
 - d) take measures to address any actual or perceived conflict of interest; (which may include asking another trustee to investigate the complaint);
 - e) consider all relevant information and evidence carefully.
 - f) keep the details of the complaint confidential as far as possible, with information only being disclosed if necessary to properly investigate the matter.

7 Stage One of the Complaints Process

- 7.1 The Complaints Officer will acknowledge the complaint and make a record, within 5 working days. The acknowledgement will:
- (a) summarise the Charity's understanding of the complaint (The complaint definition);
 - (b) make clear which aspects of the complaint the Charity is, and is not, responsible for and clarify any areas where this is not clear;

- (c) summarise the Charity’s understanding of what the Complainant is seeking as an outcome;
 - (d) raise any questions that require clarification from the Complainant; and
 - (e) set out the next course of action and anticipated timescale.
- 7.2 The Charity will issue a full response within 10 working days from the complaint being acknowledged. In exceptional cases, if we anticipate that the complaint will take longer to resolve, this will be explained to the resident with a clear timeframe set out for the resolution of the complaint which will not exceed a further 10 working days, without good reason. If any further extensions are required, we will agree with resident regular intervals to update them on the progress of the complaint. Such explanation will also include the contact details of the Housing Ombudsman.
- 7.3 A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident.
- 7.4 The Complaints Officer will investigate the complaint in an impartial manner permitting all relevant parties to provide information. The resident and any third parties involved in the complaint should be given the opportunity to set out their position before any final decision is made. The Complaints Officer may delegate the management and investigation of the complaint to another individual.
- 7.5 If the Complaints Officer is conflicted, or the complaint relates to the Complaints Officer, the complaint should be directed to the CEO whose details are in the Residents’ Handbook.
- 7.6 If the complaint involves questions relating to the Charity or the Complainant’s legal obligations, the Complaints Officer will set out clearly their understanding of the respective legal obligations and may seek legal advice before doing so.
- 7.7 If new issues are raised by the resident during the stage one process, these should be dealt with as part of the process if they are relevant. However, if the inclusion of the new issues would unreasonably delay a response, relate to a different issue and/or are raised after the stage 1 response has been issued a new complaint will be logged.
- 7.8 In responding to the complaint, the Complaints Officer will confirm in writing:
- (a) The complaint stage
 - (b) The complaint definition
 - (c) The decision on the complaint
 - (d) The reasons for any decisions made

- (e) The details of any remedy offered to put things right
- (f) Details of any outstanding actions; and
- (g) Details of how to escalate the matter to stage two if the individual is not satisfied with the result.

8 Stage Two of the Complaints Process

- 8.1 If the resident is not satisfied with all or part of the stage 1 response, from the Complaints Officer, they have 20 working days to submit an appeal (stage 2) in writing by email, via telephone call or in person to the Appeals Officer. The appeals officer will not be the same person that responded at stage 1 and whose details can be found in the Residents' Handbook and this policy. The charity will ensure that any request received after the 20 working days to escalate a complaint, will be assessed and dealt with on an individual basis.
- 8.2 The resident does not need to provide reasons for requesting the complaint to be escalated
- 8.3 The Appeals Officer will acknowledge the appeal within 5 working days of receipt and will
- (a) summarise the Charity's understanding of the appeal (the complaint definition);
 - (b) summarise the Charity's understanding of what the resident is seeking as an outcome;
 - (c) raise any questions that require clarification from the resident; but acknowledge that reasons do not need to be given for the complaint to be escalated to appeal;
 - (d) set out the next course of action and anticipated timescale.
- 8.4 The Appeals Officer will respond in writing to the resident within 20 working days of the appeal being acknowledged, informing them of the outcome of the appeal process and the decision of the Appeals Panel. This will be the Charity's final response.
- 8.5 If the Appeals Officer believes that the appeal will take longer than 20 working days, this will be explained to the resident with a clear timeframe set out for the resolution of the complaint which will not exceed a further 20 working days. If any further extensions are required, we will agree with resident regular intervals to update them on the progress of the complaint. Such explanation will also include the contact details of the Housing Ombudsman.
- 8.6 A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the

issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident.

8.7 In responding to the appeal, the Appeals Officer will confirm in writing:

- (a) The complaint stage
- (b) The complaint definition
- (c) The decision on the complaint
- (d) The reasons for any decisions made
- (e) The details of any remedy offered to put things right
- (f) Details of any outstanding actions; and
- (g) Details of how to escalate the matter to the Housing Ombudsman will be provided if the complainant is not satisfied with the response to the appeal.

9 Putting things right where something has gone wrong

9.1 Where something has gone wrong the Charity must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:

- Apologising;
- Acknowledging where things have gone wrong;
- Providing an explanation, assistance or reasons;
- Taking action if there has been delay;
- Reconsidering or changing a decision;
- Amending a record or adding a correction or addendum;
- Providing a financial remedy;
- Changing policies, procedures, or practices.

9.2 Any remedy offered must reflect the impact on the resident as a result of any fault identified.

9.3 The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.

9.4 Charities must take account of the guidance issued by the Housing Ombudsman when deciding on appropriate remedies.

10 Scrutiny & oversight

- 10.1 The Charity has a senior lead person who is accountable for their complaint handling. This person will assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.
- 10.2 A member of the board of trustee's has been appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is known as the Member Responsible for Complaints (MRC)

11 Annual Review

- 11.1 This policy will be reviewed on an annual basis
- 11.2 The Charity will carry out an annual self-assessment in accordance with the Code.
- 11.3 The Trustees of the Charity as a whole will consider any findings or recommendations of the annual self-assessment and the annual complaints performance and service improvement report.

12 For the purposes of this policy:

12.1.1 The **Complaints Officer** is:

Name: Fran Board – Beneficiary Manager

Telephone number: WhatsApp: 07745 524164 Text: 07746 901624

Address: The Lodge, St Thomas’s Almshouses, Old Road West, Gravesend
DA11 7LA

Email address: fran.board@pinnocks.org

12.1.2 The **Appeals Officer** is:

Name: Emma Pannell – General Manager

Telephone number: WhatsApp: 07745 524164 Text: 07746 901624

Address: The Lodge, St Thomas’s Almshouses, Old Road West, Gravesend
DA11 7LA

Email address: emma.pannell@pinnocks.org

13 Housing Ombudsman Service

The contact details for the Housing Ombudsman Service are:

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Address: Housing Ombudsman Service,

PO Box 1484, Unit D, Preston, PR2 0ET

This policy has been approved for issue by the board of trustees

Name:Emma Pannell

Position: .General Manager
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Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Y	Complaint policy section 1.2	Understood. And contained within the Complaints Policy.
1.3	<p>A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.</p>	Y	Complaint policy section 1.3	Understood. And contained within the Complaints Policy.

<p>1.4</p>	<p>Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.</p>	<p>Y</p>	<p>Complaint policy sections 1.5 & 1.6</p>	<p>We understand the difference and it is contained within our complaints policy: ie.</p> <p>1.5 A service request is a request from a customer requiring action to be taken to put something right. (e.g., to carry out routine maintenance etc.) service requests are not a complaint. Service requests should be dealt with in accordance with the Residents' Handbook. Failure to deal appropriately with a service request may lead to the matter being dealt with as a complaint.</p> <p>1.6 Service requests will be recorded, tracked, and monitored to completion.</p> <p>1.7 A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. The Charity must not stop their efforts to address the service request if the resident raises a complaint.</p> <p>1.8 An expression of dissatisfaction with services made through a resident's survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where the Charity has asked for wider feedback about their services, they will provide details of how residents can raise a complaint.</p> <p>1.9 In dealing with complaints the Charity will ensure that:</p> <p>(a) individuals who raise a complaint are listened to and treated with courtesy and empathy.</p> <p>(b) residents will never be disadvantaged as a result of raising a complaint.</p> <p>(c) complaints will be investigated promptly, thoroughly, honestly, and openly; and</p> <p>(d) in dealing with complaints the Charity will comply with confidentiality and data protection policies.</p>
<p>1.5</p>	<p>A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.</p>	<p>Y</p>	<p>Complaint policy section 1.7</p>	<p>Understood. And contained within the Complaints Policy.</p>

1.6	<p>An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.</p>	Y	Complaint policy section 1.8	<p>Understood. This is contained within the Complaints Policy. And also referred to within our residents' handbook – currently section 7.2.</p>
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Y	Complaint policy section 2.1	Understood. And contained within the Complaints Policy.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Y	Complaint policy section 2.2	Understood. And contained within the Complaints Policy.

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Y	Complaint Policy section 2.3	Understood. And contained within the Complaints Policy.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Y	Complaint Policy section 2.4	Understood. And contained within the Complaints Policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Y	Complaint Policy section 2.1	Understood. And contained within the Complaints Policy.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Y	Complaint policy sections 1.4, 4.1 & 4.2	Understood. And contained within the Complaints Policy. As we are a small provider, we know our residents, and can adapt to their needs, making reasonable adjustments to the way we communicate with each of them as needed.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Y	Complaint policy sections 1.4 & 5	Understood. And contained within the Complaints Policy. We are a small provider, directly in touch with our residents on an individual basis. The residents know how to contact us, whether in person or via the electronic channels provided (whatsapp / text).
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low	Y	Complaint policy section 4.3	Understood. And contained within the Complaints Policy.

	complaint volumes are potentially a sign that residents are unable to complain.			
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Y/N	Complaint policy section 6, 7 and 8	Understood. And contained within the Complaints Policy, which is published on our website and in the residents' handbook.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Y	Complaint policy section 4.4	Understood. And contained within the Complaints Policy, which is published on our website and in the residents' handbook. Also posted on the two noticeboards on the current site, for a limited period.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Y	Complaint policy section 4.5	Understood. And contained within the Complaints Policy.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Y	Complaint policy sections 7.2, 8.5, 8.7 & Section 13	Understood. And contained within the Complaints Policy.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Y	Complaint policy Sections 5 & 6	We have a named Complaints Officer and an Appeals Officer, and this is clear within the Complaints Policy itself.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Y		We have a very small team, who work closely together, and who also have direct contact into the board of trustees as and when required. The named Complaints officer has the required authority to deal with and resolve complaints as needed.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a	Y	Complaint policy section 5.4	The named Complaints Officer and all staff understand the importance of handling complaints effectively, and according to the policy and

	core service and must be resourced to handle complaints effectively			accompanying procedures. Learning from outcomes of complaints is also well understood.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Y	One complaint policy	There is no other complaint policies used and adopted by the charity/landlord
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Y	Complaint policy section 7 & 8	Only two complaint stages
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Y	Complaint policy section 7 & 8	Only two complaint stages
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the	Y	Complaint policy section 1.1	This is understood and is clear in the policy.

	two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.				
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	The complaint policy section 1.1	Our charity does not have a third party involved in the management of the charity or its almshouse properties. We manage the site ourselves, but would ensure if this changed that any such third party was trained to handle complaints in line with the Code.	
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Y	Complaint policy sections 7.1 & 8.3	Understood. And contained within the Complaints Policy.	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Y	Complaint policy sections 7.1	Understood. And contained within the Complaints Policy.	

5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Y	Complaint policy section 6	Understood. And contained within the Complaints Policy.
5.9	<p>Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.</p>	Y	Complaint policy sections 7.2 & 8.5	Understood. And contained within the Complaints Policy
5.10	<p>Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.</p>	Y	Complaint policy sections 4.1 & 4.2	<p>From the policy: 4.2 If any individual making a complaint wishes the Charity to make reasonable adjustments to accommodate an individual's particular needs, they, or their representative, should contact the nominated lead for Equality & Diversity matters (the General Manager) whose details are in the Residents' Handbook, by phone or by email or in person to discuss what adjustments may be possible.</p>

					The reasonable adjustments agreed will be recorded against the resident's record on the database we hold.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Y	Complaints policy section 2	Understood – and contained within Section 2 of policy.	
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, any relevant supporting documentation such as reports or surveys.	Y	In the event of a complaint, a case would be opened and all documentation and correspondence would be saved against the case.	Agreed	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Y	See Remediation and Compensation Policy	Understood – see relevant policies	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents	Y	Complaint Policy section 3 and Anti-Social Behaviour Policy.	Understood – see relevant policies	

5.15	<p>and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.</p> <p>Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.</p>	Y	See Complaint Policy section 3	Understood – see relevant policy section.
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Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Y	See Complaints Policy section 7	As a small landlord, we know all our residents. In the event of a complaint, we can act swiftly to communicate with the resident about the issue, and we would already understand whether they have any vulnerabilities which need to be considered. We remind our residents frequently about the option to complain. In the event of ANY complaint, we can would intend to act swiftly to resolve the issue, and, as a very small housing provider, we have the flexibility and direct contact with residents to be able to do this.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five	Y	Complaint policy Section 7.1	Understood. And contained within the Complaints Policy

	<u>working days of the complaint being received.</u>			
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Y	Complaint policy Section 7.2	Understood. And contained within the Complaints Policy
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Y	Complaint policy Section 7.2	Understood. And contained within the Complaints Policy
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Y	Complaint policy Section 7.2	Understood. And contained within the Complaints Policy
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Y	Complaint policy Section 7.3	Understood. And contained within the Complaints Policy
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions,	Y	Complaint policy Section 7.8	Understood. And contained within the Complaints Policy

	referencing the relevant policy, law and good practice where appropriate.			
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Y	Complaint policy Section 7.7	Understood. And contained within the Complaints Policy
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Y	Complaint policy Section 7.8	Understood. And contained within the Complaints Policy

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Y	Complaint policy Section 8.1	Understood. And contained within the Complaints Policy
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Y	Complaint policy Section 8.3	Understood. And contained within the Complaints Policy
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Y	Complaint policy Section 8.2	Understood. And contained within the Complaints Policy
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	Complaint policy section 8	Complaint officer stage 1 Appeals Officer stage 2
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Y	Complaint policy section 8.4	Understood. And contained within the Complaints Policy
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than	Y	Complaint policy section 8.5	Understood. And contained within the Complaints Policy

	20 working days without good reason, and the reason(s) must be clearly explained to the resident.				
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Y	Complaint policy section 8.5	Understood. And contained within the Complaints Policy	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Y	Complaint policy section 8.6	Understood. And contained within the Complaints Policy	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Y	Complaint policy section 8.7	Understood. And contained within the Complaints Policy	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Y	Complaint policy section 8.7	Understood. And contained within the Complaints Policy	

	g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Y	Complaint policy section 8.4	Understood. And contained within the Complaints Policy

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; 	Y	Complaints policy Section 9.1	<p>We would always seek to resolve complaints, and the list of possible steps or recompense would be considered in every case. As a small team, with an active board of trustees, we have the flexibility to make change and adjust procedures and policies rapidly, as needed.</p>

	<ul style="list-style-type: none"> Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	Complaint policy section 9.2 and see also Remediation and Compensation Policy	Details are contained within the charity's Remediation and Compensation Policy.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Y	Complaint policy section 9.3 and see also Remediation and Compensation Policy	Details are contained within the charity's Remediation and Compensation Policy.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Complaint policy section 9.4 and see also Remediation and Compensation Policy	<p>Remediation and Compensation Policy applies: From which,</p> <p>“ It ensures that remedies offered to residents:</p> <ul style="list-style-type: none"> are fair and proportionate reflect the impact experienced by the resident are consistent and transparent align with the guidance issued by the Housing Ombudsman. <p>Each case will be considered individually and the Charity will exercise reasonable discretion when determining appropriate remedies.”</p>

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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ol style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Y	Annual submission providing all the information requested	All information included.

8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p> <p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p> <p>Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p> <p>If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website. Landlords must provide a timescale for returning to compliance with the Code.</p>	Y/N	<p>Published on the charity's/landlords website. Trustee response (chair of trustees) confirms this too.</p>	<p>Understood and actioned.</p>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A		Understood – and although no restructure or merger has happened, this is noted.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A		Understood – although no such investigation has happened.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website. Landlords must provide a timescale for returning to compliance with the Code.	NA		Understood – although no such circumstance has occurred.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Y	Annual report	We would include a report on complaints (if we had any) in our annual report.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Y	Annual report	Although we have not received any complaints, as a small team, with an active board of trustees, we have the flexibility to make change and adjust procedures and policies rapidly, as needed.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Y	Annual report	Although we have not received any complaints, as a small team, with an active board of trustees, we have the flexibility to work in the best way to report any such complaints, and to learn from them at speed.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues,	Y	Complaint Policy Section 10.1	Our Beneficiary Manager is the appointed Complaints Officer. We have a very small (4) team of staff, and this person has access to be able to assess themes,

	serious risks, or policies and procedures that require revision.			trends, and to discuss them with the rest of the management team at any time.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Y	Complaint Policy section 10.2	The MRC is the Chair of the Applications and Beneficiaries Committee (ABC)
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Y		The ABC reports back into the main board, and would do so in the case of any complaints too, although there have not been any.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and 	Y		The ABC reports back into the main board, and would do so in the case of any complaints too, although there have not been any.

9.8	<p>progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p> <p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Y	<p>The charity / landlord has a standard objective in relation to complaint handling that is indicative of all provision areas (a-c).</p>	<p>With a very small team of staff, and an active board of trustees, collaboration is built-in. And, as a small team, there is no one else to blame, which strengthens our position.</p>
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Pinnocks Charity

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2025

1. Introduction

This is our second annual complaints report and covers the period **1st January to 31st December 2025**.

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

Our residents' views and perceptions are important to us, and we will continually take feedback on board to improve our services to residents.

2. A Review of Complaints at Pinnocks In 2025

During 2025 we received **0** complaints from the residents living in the **68** homes owned by Charity name.

- **0** complaints related to our repairs and maintenance service.
- **0** complaints related to how we dealt with anti-social behaviour issues.
- **0** complaint related to rents and utility supplies after moving into a new home.
- **0** complaint additionally related to how we dealt with rent.

In **0%** of the cases, the complainant was not satisfied with Charity Name reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

As a result of the ZERO complaints, none of our complaints were referred to or investigated by the Housing Ombudsman Service in 2025..

2. Management Committee's Response

The Chair of Trustees has reviewed and approved this years' Annual Complaints Report.

The Board would regularly receive reports on any complaints received (although there have been none to report to date) and the board ensures that we are proactively acting within the remit of the Code. We appoint a Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

If complaints were received, we would follow our policy and procedures and when outcomes were agreed, we would consider the findings and make sure that we acted on any improvements or changes required. We would learn from each complaint and use the experience 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
2025	0	0

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

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedures and we have provided more information about this in Section 10.

5. Types of Complaints Received

We would have refused to accept complaints regarding Anti-social Behaviour (ASB) (although we did not receive any of these during the period of this report). This is because we have a separate ASB Policy and Procedure which deals with this. A copy of this policy is available from our office, by contacting the management team, and is also available on our website..

If we refused to accept a complaint, we would always write to explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 2025, 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, although we had no complaints during the period.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our Tenant Satisfaction Survey and have used the feedback from this survey to ensure that our Complaints Policy is easily accessible for all residents and tenants 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, and on our website, to actively encourage residents and tenants to use the service or access the Ombudsman service for assistance.



Residents are informed that they do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

We tell residents that they can contact the Housing Ombudsman 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

We try to ensure that issues are resolved at the first point of contact, via our Beneficiary Manger or any other member of the Management Team. If residents remain dissatisfied, a formal complaint can be made via our Beneficiary Manger, who is also the Complaints Officer.

Residents can access our Complaints Policy in the following ways:

- Via our website (www.pinnocks.org).
- By requesting a copy via our usual communication channels.

Pinnocks usual communication channels are as follows:

WhatsApp: 07745 524164

Text: 07746 901624

- By contacting any member of the Management Team, whose details are in the Resident Handbook available on our website (www.pinnocks.org).

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

We signpost all new residents to the Complaints Policy. We also send out reminders to residents about its existence, as well as printing and posting the policy on noticeboards from time to time.

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



RESIDENT SATISFACTION SURVEY 2026

		Avg Score	Rank	%	Satisfaction
1	Overall Satisfaction	4.40	5	88%	Fairly Satisfied
2	Has Pinnocks carried out a repair to your home in the last 12 months?				
2a	Satisfaction with repairs service	4.73	2	95%	Very Satisfied
3	Satisfaction with time taken to complete the most recent repair	4.79	1	96%	Very Satisfied
4	Satisfaction that the home is well maintained	4.44	4	89%	Fairly Satisfied
5	Satisfaction that the home is safe	4.40	5	88%	Fairly Satisfied
6	Satisfaction that Pinnocks listens to tenant views and acts upon them	4.05	12	81%	Fairly Satisfied
7	Satisfaction that Pinnocks keeps tenants informed	4.26	7	85%	Fairly Satisfied
8	Agreement that Pinnocks treats tenants fairly and with respect	4.24	8	85%	Agree
9	Have you made a complaint to Pinnocks in the last 12 months? (**)				
9a	Satisfaction with the approach to complaints handling	4.06	11	81%	Fairly Satisfied
10	Do you live in a building with communal areas?				
10a	Satisfaction with cleanliness and maintenance of communal areas	3.98	13	80%	Fairly Satisfied
11	Satisfaction that Pinnocks makes a positive contribution to neighbourhoods	4.14	10	83%	Fairly Satisfied
12	Satisfaction with approach to handling anti-social behaviour	4.19	9	84%	Fairly Satisfied
13	Have you contacted a member of staff about an issue in the last 12 months?				
13a	Satisfaction with the responsiveness and professionalism of staff	4.64	3	93%	Very Satisfied

	No. of responses	44
5	Very Satisfied	
4	Fairly Satisfied	
3	Neither Satisfied nor Dissatisfied	
2	Fairly Dissatisfied	
1	Very Dissatisfied	
5	Strongly Agree	
4	Agree	
3	Neither Agree nor Disagree	
2	Disagree	
1	Strongly Disagree	

Pinnocks Tenant Satisfaction Survey Responses – 2026

You Said...	Our Response...
I am so grateful, and so happy with my new home.	<i>Good to hear.</i>
Fran most helpful	<i>That's great.</i>
I couldn't wish for anywhere nicer to live. Lovely staff. Lovely neighbours. Thank you	<i>We're pleased to hear that.</i>
We are very satisfied and happy to live here	<i>Good news.</i>
For the area almshouses 1-9, we would very much appreciate an improvement on the services to maintain the communal areas to a better standard. The washing line area to the left of no 4&5 was often found in need of weeding and sweeping and the 'garden' plot in front of 6,7 & 8 is full of weeds. This was weeded and cleared of rubbish last summer, but it would be very much appreciated if something lasting could be planted and maintained.	<p><i>We will ask the regular gardeners to continue to maintain the area in front of 6,7 and 8 for grass cutting and weeding, but if there is garden furniture on the grass, this will hamper efforts to maintain the area.</i></p> <p><i>We will also look into whether we can provide a raised bed in this area, for some planting.</i></p> <p><i>When it is appropriate to apply weed suppressant, we will ask gardeners to include the washing line area too.</i></p> <p><i>Unfortunately, the cost of having this area regularly swept can not be justified.</i></p> <p><i>We have a gardening club which anyone is welcome to join, with no commitment to be tied in to regular help. Just as and when you want to.</i></p> <p><i>And for everyone, we do have a gardening supplies cupboard on the site, and anyone is welcome to borrow and use items there at any time. Please ask in the office for more details.</i></p>

<p>don't weed outside for us. I would feel safer if the gates were locked at night.</p>	<p><i>See above re weeding and also access to the gardening supplies cupboard. If this has not answered your question, please get in touch.</i></p> <p><i>Regarding the gates, there are no plans to bring the gates back into operation, as the cost of doing so, and having 24/7 coverage is not justifiable for the charity.</i></p>
<p>repairs done promptly. could be improved on (with regard communal area maintenance). 12 (landlord handling of anti-social behaviour) - never known it happen.</p>	<p><i>We are proud of the response time we provide for our repairs and maintenance.</i></p> <p><i>We have a policy on dealing with Anti-social behaviour, and although we hope we would not have to, we would apply this as needed.</i></p>
<p>everything is ok.</p>	<p><i>That's good.</i></p>
<p>We hear rumours about different ideas thought up by management. Ie using the hall for developing more flats, also making the bungalows 2 storey. We would like to know what your true intentions are. At an early meeting there wouldn't be children living here, what happened?</p>	<p><i>The charity exists to provide housing for people who need it, and so we are always exploring options to increase this housing provision, including various options to maximise the opportunities at the St Thomas's Almshouses site. Nothing is confirmed yet, however.</i></p> <p><i>This housing need is great –and covers individuals and families.</i></p>

<p>outside space could be better maintained, as gardens, lawns, pathways. Lighting also, as some lights have burnt out without new bulbs. Very dark pathways.</p>	<p><i>See previous answers regarding gardening.</i></p> <p><i>If there are bulbs which need replacing, please contact us using the methods below, and where we can replace them, we will do so.</i></p> <p><i>We have been replacing some bulkhead lights with PIR lights, which will activate when they sense movement. This reduces electricity costs considerably.</i></p>
<p>11 (re landlord's positive contributions to neighbourhoods) - due to uncollected rubbish AND lighting often out. 12 (re landlord's handling of anti-social behaviour) - With no warden on site we are open to ALL. Comments - please reinstate the security gates.</p>	<p><i>If there is an issue with uncollected rubbish, please let us know (see below for contact details).</i></p> <p><i>If there are bulbs which need replacing, please contact us using the methods below, and where we can replace them, we will do so.</i></p> <p><i>Please see previous answer regarding the gates.</i></p> <p><i>We have a policy on dealing with Anti-social behaviour, and although we hope we would not have to, we would apply this as needed.</i></p>
<p>10 (re landlord keeping communal areas well maintained) - don't know, never go out. Comments - please tell me if building work is going to start on the bungalows, no one seems to know. And security gates, as an old lady I feel worried.</p>	<p><i>Please see previous answers regarding the gates.</i></p> <p><i>The charity exists to provide housing for people who need it, and so we are always exploring options to increase this housing provision, including various options to maximise the opportunities at the St Thomas's Almshouses site. Nothing is confirmed yet, however.</i></p>

maybe more meetings?	<i>We have tried on several occasions to encourage residents to set up a residents' committee, but there was no interest in doing so. If this is something you would like to do, you would have our support.</i>
Staff are always responsive especially Fran who always goes above and beyond	<i>That's great to hear.</i>
the rubbish bins are a problem	<i>If there is an issue with the bins, please let us know. See below for contact details.</i>
general correspondence would be nice	<i>We send most of our messages via the WhatsApp / text service now (see below), as well as posting information on the notice boards from time to time.</i>
Overall the staff and people are friendly and helpful. On the downside parking is an issue, sometimes I can't park.	<i>Good to hear. Regarding parking, there is very little we can do to resolve this, although part of any on-site development would look at whether we can fit any more parking spaces in, or not.</i>

Thank you to all of those who completed the survey.

If you have any comment, questions or complaints, please let any one of the management team know – ideally by using the method below, so that we can more easily respond and keep a track of the messages. Thanks

Pinnocks usual communication channels are as follows:

WhatsApp: 07745 524164

Text: 07746 901624



Pinnocks Charity

BOARD’S RESPONSE, VIA THE CHAIRMAN OF TRUSTEES, TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 2nd April 2026 the Board, via the Chairman, received:

- the 2025 Annual Complaints Performance and Service Improvement Report for residents living in homes owned and managed by Pinnocks Charity.
- An update to the complaints policy for residents living in homes owned and managed by Pinnocks Charity to meet the requirements of the Housing Ombudsman Complaint Handling Code.
- A self-assessment against the Housing Ombudsman Complaint Handling Code.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Pinnocks Charity’s complaints system. The MRC and the Board have considered and approved the self-assessment that demonstrates the Charity complies with all aspects of the Housing Ombudsman’s Complaint Handling Code 2025.

As Chair of Trustees, and on behalf of the Trustee body, I have considered and approved the self-assessment that shows how the Charity complies with all aspects of the Housing Ombudsman’s Complaint Handling Code 2025.

Pinnocks Charity adopts the Housing Ombudsman’s definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Pinnocks Charity are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign.

Given our size and the absence of any complaints during this reporting period, Pinnocks Charity does not have enough complaints to learn from trends. But we understand that communication which reiterates the existence of our complaints policy, and then dealing with any complaints received per the policy, is a key factor. The policy, training, expectations, and systems to deal with complaints have all been reviewed and updated during 2025. The Board will monitor the feedback on communication through any individual complaints reported to the Board during 2026.

Signed: Charles Philip Painter – Chair of Trustees

Charles Philip Painter

8-Apr-2026

Charles Philip Painter (Apr 8, 2026, 08:03:56 GMT+0)

Signed

Date