TRING CHARITIES

Annual Complaints Performance & Service Improvement Report

2025-26

Tring Charities Annual Complaints Performance and Service Improvement Report 2026. This annual report is designed to tell you about the complaints received this year, and what actions we have taken in response to them. All the information shown relates to the period April 2025 to March 2026, for example complaints made in this period or due for resolution in this period. This report is considered by the Board of Trustees each year. To find out more about the service you should expect from us when you make a complaint, please visit: https://tringcharities.co.uk/compliance/

This report is considered by the Board of Trustees each year and published on the website: https://tringcharities.co.uk/compliance/

Introduction

The Housing Ombudsman introduced a new Complaint Handling Code on 1st April 2024. The code is designed to improve how housing providers manage complaints, ensuring a fair and efficient process for Residents.

The key aspects are:

• Clear Guidelines: The code outlines clear expectations for how complaints should be handled, emphasising the importance of a structured approach.

• Accessibility: It encourages housing providers to make their complaint processes easy to access and understand for all Residents.

• Timeliness: The code stresses the importance of timely responses, aiming to resolve issues quickly and prevent escalation.

• Transparency: Providers are expected to keep complainants informed throughout the process and to explain decisions clearly.

• Learning and Improvement: Housing providers are encouraged to learn from complaints to improve services and prevent similar issues in the future.

• Compliance Monitoring: The Ombudsman will monitor adherence to the code and can take action against providers that fail to comply.

Each year Tring Charities will complete a self-assessment against the Complaint Handling Code. This is available to view on the website: https://tringcharities.co.uk/compliance/

The Trustees have also completed a review of the Complaints Policy to ensure compliance with the requirements of the new Code. This is also available to view on the website: https://tringcharities.co.uk/compliance/

Annual complaints self-assessment

Available to inspect on the website: https://tringcharities.co.uk/compliance/

Qualitative and quantitative analysis of complaint handling performance

No formal complaints were received.

Summary of the types of complaints Tring Charities has refused to accept

Not applicable.

Any findings of non-compliance with the Code by the Ombudsman

None.

Service improvements made as a result of the learning from complaints

Not applicable

Actions following any annual report about the landlord's performance from the Ombudsman

Not applicable.

Actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of Tring Charities.

Not applicable.

Board of Trustees Response to this Report

This report was shared with the Board of Trustees on 24th September 2026.

The Trustee's response to this report; "The Trustees are satisfied with the approach to complaint handling by Tring Charities and that we are compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report. During the next 12 months we will continue to focus on service improvement and learning outcomes from complaint reporting to ensure Tring Charities can continue to demonstrate their commitment to its residents".

The next report will be published in September 2027.