



Registered charity no 1200253

Annual Complaint Performance and Service Improvement Report 2025-26



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At Municipal Charities, we value our residents' feedback and the lessons we learn from complaints.

When we don't get something right, we'll make the necessary changes to improve and increase satisfaction across our services.

To do this, we are committed to:

- Ensuring residents have access to and are aware of our complaints policy which complies with the requirements of the Housing Ombudsman.
- Providing accessible and inclusive channels to make a complaint.
- Providing an honest, transparent and fair response to all complaints.

To achieve these commitments, we have:

- Published our [complaints policy](#) and [how to make a complaint](#) on our website and distributed a copy to each of our residents.
- Trained our staff in the Housing Ombudsman's Complaint Handling Code as well as Municipal Charity's policy and process to ensure complaints are recorded for investigation.
- Set up a folder on our Google documents to improve how we record complaints and provide regular reports to our Board.
- Added "Complaints" as an agenda item for each staff meeting.
- Have a resident on our Properties Committee which scrutinises our Policy and performance.

Annual Complaint Performance and service improvement report:

Link to complaints policy for reference:

<https://municipal-charities.org.uk/wp-content/uploads/2026/06/Complaints-policy-and-procedure-May-2026-.docx-3.pdf>

Information: Data taken from April 2025 - March 2026

We received one complaint that met the definition of a complaint. It was investigated according to our complaints procedure and concluded at stage 1. Municipal Charities of Stratford-upon-Avon have had no cases referred to the Housing Ombudsman.

Complaints Data

1 (one) complaint has been received in this period.

Stage 1 data:

1 (one) complaint has been received in this period.

Stage 2 Data

0 (zero) complaints have been received in this period

Complaints Process

- All complaints as they are received are logged onto Google documents under our Complaints Folder.
- All stage 1 complaints are assigned and handled by our Complaints Officer (the Chief Officer).
- The Complaints Officer ensures all details are logged and letters sent and the complaint is handled in line with the Code.
- This ensures that complaint handling is compliant and consistent.
- The Complaints Officer holds training with those who receive complaints and advises of any updates to the Complaints Handling Code.
- Complaints are discussed at the Properties Committee which has a resident on it.
- Our annual survey asks for feedback including whether any complaints have not been answered.
- One of our Trustees is designated as the Member Responsible for Complaints
- We are transparent about promoting the complaints service and how to hold us to account in our Hearsay newsletter which goes to residents

Lessons learnt:

At each staff meeting there is an item for complaints. The staff team discussed the previous complaint and lessons we need to learn and service improvements we need to make to ensure we are learning from the complaint.

Trends so far:

None as we have not had any complaints.

Service improvements Made:

None as we have not had any complaints.

We have added the Complaints policy to our website together with the complaints form:

<https://municipal-charities.org.uk/wp-content/uploads/2026/06/Complaints-policy-and-procedure-May-2026-.docx-3.pdf>

Action Plan:

None as we have not had any complaints.

Municipal Charities of Stratford-upon-Avon Board response to report:

On 17 June 2026 the People and Governance Committee considered the Complaints report which was approved by them and then by the full Board on 15 July 2026. The Municipal Charities of Stratford-upon-Avon Board considered the self-assessment against the Ombudsman's code alongside the annual complaints and service improvement report. The Board was happy to approve compliance with the code. The Board through its Properties Committee will oversee, and receive reports throughout the year on any complaints received and on our improvement plan, lessons learnt from the complaints, and further feedback.

Approved by the full Board of Trustees 15 July 2026