



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023-24

A REVIEW OF COMPLAINTS AT 31st January 2025 for the year ending 2023- 2024

During the 2023/24 financial year, we received **no** complaints from any residents living in the **33** homes owned by the City of Wells Almshouses.

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

Therefore, no complaints needed to be referred to or investigated by the Housing Ombudsman Service in 2023/24.

Conclusion

Whilst it's good news that no complaints were received in 2023/24, we are not complacent. We aim to review our current Complaints Policy following the recent Residents Satisfaction Survey undertaken by Acuity and use the results of this to inform the new policy.

CEO, City of Wells Almshouses