

Liversage Trust

Annual Complaints Performance and Service Improvement Report April 2025 – March 2026

Date: 22 April 2026.

1. Introduction

- 1.1 This report provides information on complaints the Liversage Trust has received during the Financial Year, April 2025 to March 2026, highlighting what they were about and what we did to resolve them.
- 1.2 The Trust always strives hard to deliver high quality services, but we accept that from time-to-time, we may not get this right, and when we do not, we will acknowledge this and attempt to correct it.
- 1.3 Our residents views and perceptions are important to us, and we regularly produce reports and take feedback to Board, to highlight our performance and improve our services to residents.

2. Liversage Trust self-assessment in line with Housing Ombudsman's Complaint Handling Code

- 2.1 The Social Housing (Regulation) Act 2023 introduced a range of measures that Registered Social Landlords (RSL's) must adhere to, and which was aimed at improving the management of social housing, particularly focusing on new social housing standards that aim to avoid dangerous hazards impacting on tenants. The act also gave the Housing Ombudsman new powers and duties from 1 April 2024, including a new statutory code for handling complaints, and a duty to monitor whether landlords comply.
- 2.2 While the Liversage Trust is not a Registered Social Landlord (RSL), having de-registered several years ago, we remain a mandatory member of the Housing Ombudsman scheme. It is a condition of our membership that we meet all requirements, including having a complaint policy for our 163 almshouse properties that is compliant with the new Statutory Complaint Handling Code 2024, irrespective of the small size of the organisation.
- 2.3 To assess compliance, the Liversage Trust must complete an annual self-assessment, against the Complaint Handling Code to ensure our complaint handling remains in-line with code requirements. Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.
- 2.4 For the Liversage Trust, the self-assessment must be completed and submitted within 6 months of our year end. As our year end is the 31 March each year, we must complete our next submission by 30 September 2026. In addition, we must report annually our performance on complaint handling and publish relevant information on our webpage.

- 2.5 Our self-assessment for 2025/26 was completed on 22 April 2026 and was reported and approved by the Liversage Trust Board of Management on 11 May 2026. Trustees noted that we received one complaint during the year and that we had received one determination from the Housing Ombudsman on a case from the previous year. The overall small number of complaints that we deal with is attributed to the small size of the organisation and the local presence that the Trust has, being situated amongst our largest estate and close to our remaining properties.

3 Over-view of complaint handling performance 2025/26

3.1	Total no of complaints received 2025/26	1
	Percentage of overall almshouse properties	0.6%
	Number of Stage One complaints	1
	Percentage of Stage One complaints responded to within timescales	100%
	Number of stage two complaints	0
	Percentage of stage two complaints responded to within timescales	N/A
	Referrals to the Housing Ombudsman Service during 2025/26	0

- 3.2 During 2025/26, the Trust received one complaint, which was considered in line with policy, responded to within timescales and was closed to the satisfaction of both the complainant and the Trust, after Stage One of the complaints process.
- 3.3 Overall, the level of complaints received during 2025/26, can be considered broadly similar with previous years (last year we had none, before that three), in that the Trust rarely receives complaints.
- 3.4 This is because the Trust is a small organisation, with only 163 almshouse properties, with a supportive staff team who have a close relationship with residents and who are based on or near to our estates. Issues are, therefore, easy to raise with the Trust, are done so usually in person or over the telephone and are resolved quickly and at 'first contact.' The Trust also has a keen understanding of the needs of our residents and the impact that our service provision can have, with this very much taken into account when making decisions.
- 3.5 The complaint received demonstrates that the Trust is happy to receive and investigate complaints, should residents feel the need to pursue this route, however, this does not mean that we are complacent.
- 3.6 The Trust continues to ensure that all residents know how to access our complaints policy and procedures through our general communications with residents such as newsletters, website, resident meetings etc and promotes the services of the Housing Ombudsman at all stages of our complaints process.

4 Complaint outcomes

- 4.1 The complaint considered related to alleged markings left on a stair carpet, following repair work to an upstairs bathroom. While there was no clear evidence to suggest this had been caused during the repair, neither was there any evidence to definitely confirm that this was not the case, mainly owing to a lack of clear communication about protection requirements and approach. As such, the Trust agreed a goodwill payment of £200 towards the cost of a new carpet, which was accepted and the complaint closed.

5 Learning and Service Improvements

- 5.1 The Housing Ombudsman complaint handling code focusses on learning from complaints and the Liversage Trust is committed to this principle.
- 5.2 With regard to the complaint received during 2025/26, lessons were learnt in terms of how repair staff communicate with residents about impact and scope of work to be undertaken, and measures undertaken to protect items. Approaches to dealing with similar situations were explored with the repair team and role expectations confirmed, particularly about always holding discussions with residents about the impact of work being undertaken and what measures are being adopted to protect furniture/carpets etc, taking account of the working environment and any risks involved.
- 5.3 From reviewing cases over the last three years, no clear trends can be identified and it is acknowledged that complaints are one-off situations.

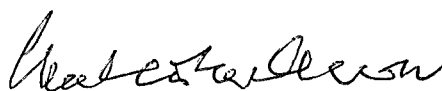
6 Housing Ombudsman determinations

- 6.1 Although no complaints were reported to the Housing Ombudsman during 2025/26, the Trust did receive a determination on a case referred during 2023/24.
- 6.2 In this instance, it was determined that while there was no maladministration in the handling of the complaint, the Trust took too long to respond to the complainant's initial service request and that insensitive language was subsequently used inadvertently, in the response to the complaint. While it was acknowledged that an apology had been offered, this was deemed insufficient and the Trust was ordered to pay the complainant £100 as compensation, which was undertaken.

7. Trustee Response

- 7.1 On 11 May 2026, Trustees reviewed both the annual self-assessment, noting that the Trust complies with all aspects of the Housing Ombudsman Complaint Handling code 2024, and the annual complaints performance report.
- 7.2 Trustees noted overall complaints performance, and that during 2025/26, one complaint had been received and dealt with at Stage One. Individual lessons learnt from this case were noted, alongside outcome and subsequent change in service provision.
- 7.3 Trustees were also re-assured that as no trends had emerged over the last three years, that the Trust's approach towards complaints is robust and were satisfied that any complaints raised would be dealt with, despite the small number of complaints raised owing to the Trust's small size.
- 7.4 Trustees reconfirmed their commitment to dealing with complaints in accordance with the complaint handling code 2024 and acknowledged that they would continue to receive updates at every meeting

Signed – Malcolm Allsop, Chair of Trustees:



Date: 11 May 2026