

# Taunton Heritage Trust

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## ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-2025

### A REVIEW OF COMPLAINTS AT TAUNTON HERITAGE TRUST IN 2024-2025

During 2024 to 2025 we received **two** complaints from **three** residents living in almshouse accommodation owned by Taunton Heritage Trust (THT)

In comparison to larger Social Housing providers, THT provide accommodation to a smaller number of Residents. Therefore to respect Resident confidentiality the details of the complaints are provided as an overview, so individuals cannot be identified.

- **Both** complaints related to the almshouse communal spaces

100% of Resident complaints were satisfied with Taunton Heritage Trust's reply at Stage 1 of the Complaints Policy. Issues were also resolved at this stage.

No complaints were escalated to Stage 2

None of our complaints were referred to or investigated by the Housing Ombudsman Service.

### Learning from complaints to improve services

We view complaints as an opportunity to learn and improve services for our Residents. As part of the commitment to this, complaints, learning and progress is regularly discussed with the Staff at operational meetings and with Trustees at the monthly board meeting.

Staff at the Taunton Heritage Trust look for opportunities to engage and receive feedback from Residents, both formally through surveys or letters or informally [for example at coffee mornings or site visits]. There is a positive culture across the Staff team to listen and learn from constructive feedback.

### Conclusions:

The complaints we received covered a couple of issues, but the feedback we will learn from is:

- Consistency across sites is key, to help resolve issues

### BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **3 June 2025** the THT Board received:

- the 24/25 annual complaints performance and service improvement report for Residents living almshouses owned and managed by **Taunton Heritage Trust**

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Providing Sheltered Accommodation and helping those in need in Taunton Deane  
Registered Charitable Incorporated Organisation (CIO) 1177162

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- A self-assessment against the Housing Ombudsman Complaint Handling Code 2025

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

Throughout the year the Board has reviewed the information provided to the Board. **Taunton Heritage Trust** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **Taunton Heritage Trust** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 2024/2025. This has provided the Board with additional assurance on the accuracy of data on complaint handling, showing complaints are resolved professionally and in a timely manner.

One of **Taunton Heritage Trust** values is 'we learn'. Given our size, **Taunton Heritage Trust** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across Training, expectations, and systems have all been improved during 2024-2025. The Board will monitor the complaints reported to the Board during 2025-2026