



Shepton Mallet United Charities

www.alms1627.org.uk

ANNUAL COMPLAINTS REPORT, 2023

Background

The Office of the Housing Ombudsman introduced a new code of practice for the handling of complaints after a consultation at the end of 2023.

The code has been helpful in developing an updated Complaints Policy, which was presented to the Trustees for approval at their meeting in August 2024. This annual report is a requirement of the code.

Updates during the year

As the consultation took place at the latter part of 2023, no updates were introduced during the year itself. However, a new policy has been produced during 2024.

Complaints during 2023

There have been no complaints against the charity during 2023. A number of difficult events arose during the year, including a serious fire and the appointment of a new resident with challenging requests. A further situation in 2024 related to the sudden death of a resident. However, it has been possible to resolve all of the issues, some of them on-going at the date of writing, without a complaint being raised.

Gill Baker/August 2024