



One Complaint

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

REPORT - 2026

1. Introduction

This is our second annual complaints report for the period 1st April 2025 to the 31st March 2026.

It provides our residents and beneficiaries with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high-quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident and beneficiaries' views and perceptions are important to us, and we will continually take feedback to Board to improve our services to all.

2. Management Committee's Response

The Buchanan Trust Board of Trustees have reviewed and approved this years' Annual Complaints Report.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
April 2025- March 2026	0	1

For this year, we can confirm that we received one formal non-housing, non-beneficiary complaint which was dealt with according to our complaint's procedure.

However, this does not mean that we are complacent. We continue to ensure that all beneficiaries and residents know how to access our Complaints Policy and Procedure, and we have provided more information about this in Section 10.

5. Types of Complaints Received

The one formal, stage 2 complaint received relates to a non-housing, non-beneficiary complaint relating to subletting of land.

6. Complaints Escalated to the Housing Ombudsman Service

During this period April 2025 – March 2026, we had no complaint cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we did receive one formal complaint, we do not take this for granted.

We regularly undertake reviews and seek feedback and ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents and beneficiaries are made aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We strive to ensure that complaints are resolved at the first point of contact, via **info@buchanan-trust.org.uk**. If you remain dissatisfied, a formal complaint can be made.

Residents and beneficiaries can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Estate Secretary**

Name: Helen Roberts

Telephone number: 07396933621

Email address: info@buchanan-trust.org.uk

(b) The Complaints Officer and Appeals Officer will be confirmed by the **Chair of the Board**

Name: Helen Thomas

Telephone number: 07967747300

Address: The Bounds, Much Marcle, HR8 2NY

Email address: helen@buchanan-trust.co.uk

Assistance can be obtained by visiting our office or calling us on **07396 933621**.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to our residents and beneficiaries that we value their perceptions of the services we deliver.

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