

ISLEWORTH & HOUNSLOW CHARITY LTD

TRUSTEE RESPONSE TO 2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Trustees Board received:

- The 2025 annual complaints performance and service improvement report on complaints received between 1st January 2025 and 31st December 2025, which were none for residents living in homes owned by Isleworth & Hounslow Charity Ltd, including Chiswick Parochial Charities.
- A revised complaints policy, for consumer complaints from residents living in homes owned by the Charity, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Trustees have a Member Responsible for Complaints (MRC), the General Manager, who provides assurance to the Committee on the effectiveness of complaints handling.

The MRC and the Trustees regularly review and have updated its complaint policy and considered and approved the self-assessment that the Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, the Charity will not receive enough complaints to learn from trends, but would consider any complaint received to learn lessons from it.