

Isleworth & Hounslow Charity Ltd

2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Isleworth & Hounslow Charity (the Charity) incorporating Chiswick Parochial Charities owns 99 homes, all of which are social housing. The Charity employs 2 members of staff, a General Manager and an Alms House Officer. They are responsible for the management of the Charity on behalf of the Trustees, which currently consist of 12.

Any member of the Charity or other stakeholder who has a consumer complaint about the Charity's service can make a complaint to the Office at info@iahcharity.org.uk or through alternative channels.

All residents are given a hard copy of the complaints policy when they became a Beneficiary. Any amendments or updates during the year are hand delivered to them.

The General Manager will investigate and respond to complaints about their service, together with any decisions and actions made by the Trustees of the Charity in relation to any complaints.

This is the second annual complaints report in accordance with the Housing Ombudsman's new complaint handling code, which became mandatory for all social landlords from 1 April 2024

The Charity did not receive any complaints during its 2025 financial year - between 1st January 2025 and 31st December 2025. As a small Almshouse housing provider, this is not unexpected.