

St John's Hospital, Wilton

Annual Complaints Performance and Service Improvement Report 2025

This annual report is designed to tell you about the complaints received in 2025, and what actions we have taken in response to them. All the information shown relates to the period 1 January 2025 to 31 December 2025, for example complaints made in this period or due for resolution in this period.

This report is considered by the Board of Trustees each year.

To find out more about the service you should expect from us when you make a complaint, please visit the [Complaints](#) page on our website.

Introduction

The Housing Ombudsman introduced a new Complaint Handling Code on 1st April 2024. The code is designed to improve how housing providers manage complaints, ensuring a fair and efficient process for Residents.

The key aspects are:

Clear Guidelines: The code outlines clear expectations for how complaints should be handled, emphasising the importance of a structured approach.

- **Accessibility:** It encourages housing providers to make their complaint processes easy to access and understand for all Residents.

- **Timeliness:** The code stresses the importance of timely responses, aiming to resolve issues quickly and prevent escalation.

- **Transparency:** Providers are expected to keep complainants informed throughout the process and to explain decisions clearly.

- **Learning and Improvement:** Housing providers are encouraged to learn from complaints to improve services and prevent similar issues in the future.

- **Compliance Monitoring:** The Ombudsman will monitor adherence to the code and can take action against providers that fail to comply.

Overall, the new code aims to foster a more responsive and accountable environment for addressing housing complaints, enhancing Resident satisfaction and trust in housing services.

Every year St John's Hospital, Wilton (the Charity) completes a self-assessment against the Complaint Handling Code. We have also completed a review of our Complaints Policy and Procedure documents to ensure compliance with the requirements of the new Code. Both documents are available to view on the Complaints Policy section of our website.

1. Complaints This report outlines our performance in handling complaints during the year ending 31st December 2025. The report aims to provide transparency in our processes and demonstrate our commitment to continuous improvement. There were no findings of non-compliance by the Housing Ombudsman.

2. Performance

During the period, the Charity did not receive any complaints from Residents.

During the period, the Charity did not refuse to accept any complaints from Residents.

3. Timescales

The Charity aims to respond in accordance with the Code, which is reflected in our Complaints Policy.

4. Service Improvements and Learning

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 staff at operational meetings and with Trustees at the periodic Board meetings.

5. Self-Assessment Action Plan

The self-assessment showed areas where improvements were necessary to ensure compliance with the new code:

A member of staff (the Clerk to the Trustees) has been nominated as the Complaints Officer and a member of the Board of Trustees (Mrs Virginia Rolfe) has been nominated as the Complaints Appeal Officer and Member Responsible for Complaints (MRC). Mrs Rolfe also leads the Trustees' Well-Being Committee (WBC).

The Complaints Officer will produce a regular report for the MRC, which will include updates on complaints and service requests. The report will be discussed at meetings of the WBC and Full Board. The Charity remains committed to learning from complaints and using them as a tool for continuous improvement. We will continue to monitor our performance closely and make any necessary adjustments.

6. Next Annual Reporting Date: The next report (for 2026) will be published by 30 June 2027.

7. Board Response

This report was shared with the Board of Trustees on 23 March 2026. The Board's response to this report:

"The Board of St John's Hospital, Wilton continues to be satisfied with the approach to complaint handling by the Charity and that we are compliant with the Complaint Handling Code, evidenced in the Self-Assessment and the Complaints Performance and Service Improvement Report.

During the next 12 months we look forward to continuing the improvements to both our accommodation and our site, as we continue to demonstrate our commitment to Residents. We welcome Residents' comments, whether compliments or constructive criticisms.

The Board encourages dialogue between the Residents and the Clerk and Warden whether formal or informal, to identify any areas of lower satisfaction, that we can improve on.

The Board wish to extend thanks to those Residents who have passed feedback to the staff, over the past year. This has assisted the Charity to complete the annual Self-Assessment and Complaints Performance and Service Improvement Report."

March 2026