



HULL UNITED CHARITIES

Registered Charity No 226291

Annual complaints performance and service improvement.

Report 2025-2026.

A Review of complaints at Hull United Charities in 2025-2026.

1. Introduction.

This is Hull United Charities second annual complaints report for the period 1st April 2025-1st April 2026.

It provides our residents 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 acknowledge this and attempt to correct it.

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

2. Trustees / committee response.

Hull United Charities board of Trustees have reviewed and approved this year's 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 a Complaints Officer 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.



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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.
1 st April 2025- 1 st April 2026	0	0

For this year, we are pleased to confirm that we received no formal complaints meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all 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.

We refused to accept complaints regarding Anti-Social behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the Clerk or complaints officer by phone or by email.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service.

During this period 2025- 2026, we had no complaints 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.



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8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used feedback from these surveys to 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 should be aware that you do not 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 try to ensure that complaints are resolved at the first point of contact, via Mrs Julie Mallinson. If you remain dissatisfied, a formal complaint can be made.

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



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(a) The Complaints Officer:

Name: Mrs Julie Mallinson.

Tel Number: 01482 323965

Address:

Hull United Charities
The Office
Northumberland Court
Northumberland Ave
Hull
HU2 0LR

Email: warden@hullunitedcharities.org.uk

(b) The Appeals Officer is:

The Chairman of the Board

Tel Number: 01482 323965

Address:

Hull United Charities
The Office
Northumberland Court
Northumberland Ave
Hull
HU2 0LR

Email: office@hullunitedcharities.org.uk

Assistance can be obtained by visiting our office or calling us on 01482 323965.

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.



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Each year when our annual meeting takes place, we will send copies of our current self-assessment against the Complaints Handling code to all residents. We also provide information within our Annual Report regarding complaints.

Boards response to the annual complaint's performance and service improvement report:

On 7th October 2026 the board received the 2025/2026 annual complaints performance and service improvement report for residents living in homes owned by Hull United Charities.

- An update to the complaints policy for residents living in homes owned and managed by Hull United Charities to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024.
- A self-assessment against the new Housing Ombudsman and Complaint Handling Code 2024.

The board has a Member Responsible for Complaints (MRC) who provides additional assurance to the board on the effectiveness of Hull United Charities complaints system.

The MRC and the board have considered and approved the self-assessment that the Charity complies with all aspects of the Housing Ombudsman 's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Hull United Charities adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Hull United Charities are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 25/26. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of Hull United Charities values is 'we learn'. As a small provider owning and managing 62 homes the Board considers a summary of each complaint and the lessons learned from individual complaints shows that



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communication is a key factor across complaints. Training, expectations and systems have all been improved during 25/26. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.

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

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

Name: Mr Michael Craughan.

Position: Chairman of the Board of Trustees.

Date: 7th October 2026.