HERRING HOUSE TRUST

Herring House Trust Annual Complaints Performance and Service Improvement Report 2025-2026

Reporting Period: 1 April 2025 to 31 March 2026

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Herring House is a registered charity (number 1057387), Housing Corporation Reg No. LH4261, Company limited by guarantee (number 03202862)

Introduction
This report explains the complaints Herring House Trust received during the year, how we responded and what we have learned.

Annual Self-Assessment
We have reviewed our complaint handling against the Housing Ombudsman's Complaint Handling Code. Our annual self-assessment explains how we meet its requirements and identifies any further work needed.

The current self-assessment and our Complaints Policy and Procedures are available in the complaints section of our website.

Complaints Handling Performance 2025-2026
We received six complaints during the reporting period.

Fire concluded at Stage 1. One progressed to Stage 2, with Stage 2 review concluding after 31 March 2026. The complaint is included in this year's total because it was received within the reporting period.
All six complaints were acknowledged within the required timescales. All Stage 1 responses were issued within the required timescales, with no extensions needed.

The Stage 2 acknowledgement and final response met the required timescales and no extension was needed.

Of the six complaints received during 2025-2026, two were upheld within the reporting period. One complaint remained open at Stage 2 on 31 March 2026 and was subsequently not upheld in the following year. That outcome is noted here for completeness and is not included in the two upheld during 2025-2026.

Complaint Themes:
- Bathroom/shower facilities – 2 complaints.
- Meal availability – 2 complaints.
- Noise and disturbance – 1 complaint.
- Policy application and communication – 1 complaint.

Housing Ombudsman Service
During the last 12 months the Housing Ombudsman did not issue Herring House Trust with any non-compliance findings with the code. The Housing Ombudsman has not produced an annual report on Herring House Trust's performance.

Service Improvements and Learning
We use complaints to understand where our services need to improve. The Senior Management Team reviews complaints and agreed actions, with reports to Trustees every two months.

During the year, we reviewed our room maintenance schedule and explored options for shower replacements in our Hostel facility. We seek feedback through house meetings within our properties and 1:1 meetings to understand whether improvements are making a difference.

Complaints about meal availability have prompted a review of meal arrangements.

Regarding noise and disturbance we reviewed how concerns are recorded and followed up. We reinforced expectations around consideration for others and checked back with those affected.
The Stage 2 complaint concluded after the reporting period.

Board Response

The Board receives bi-monthly reports regarding complaints and reviews learning from feedback within those timescales. This report is shared with the full Board.

The Board has reviewed the Complaints Policy & Procedure on 17th April 2025.

The Board reviewed and approved this annual report and self-assessment on 3rd July 2026.

Trustees considered the complaint outcomes and response times, including the distinction between complaints concluded during the year and the stage 2 complaint concluded in the following reporting year.

The Board expects residents to be able to raise concerns without being treated differently and to receive a fair response. Complaints provide valuable information about residents' experiences and where changes are needed.

The Trust carries out resident satisfaction surveys and considers the results alongside complaints and feedback. Reviewing these together helps identify recurring concerns and understand whether improvements are making a difference. The Senior Management Team and Trustees use this information to monitor resident's experience and agree any further action needed.