JOHN HENRY KEENE
Memorial Homes
Founded 1933

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND IMPROVEMENT REPORT 2025

On **14th April 2026** the Board reviewed and approved their Complaints Policy.

On **14th July 2026** the Board received:

- The 2025 annual complaints performance and service improvement report for residents living in homes owned and managed by John Henry Keene Memorial Homes.

- A self-assessment against the Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance on the effectiveness of **The John Henry Keene Memorial Homes' (The Homes)** 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 Complaint Handling Code 2024.

The Homes adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **The Homes** are recording an accurate volume of complaints. As a small provider managing only 41 homes, any complaints are discussed at **The Homes** quarterly Board meetings, enabling Trustees to closely monitor any issues. The new complaints management system has worked well and will continue to be used.

The Homes are proactive in their approach to regular maintenance and repair and respond promptly to service requests, to avoid problems for their residents and deterioration of their housing stock. The Board feels this is approach, along with regular staff training are key factors in keeping complaint numbers low.

Signed on behalf of the Board of Trustees: D Rumley

Date: 14/4/26