

Trustees of Pickering Byrds Charity – Complaints procedure (Titchmarsh Alms Houses)

We are committed to providing a professional and efficient service to Almshouse residents and if something goes wrong we need you to tell us about it. We expect you to raise any matters of concern with our Clerk, Mrs E Morehen 19 Nene View, Islip, Kettering, Northants., NN14 3LD, who will do her best to resolve the matter.

However, if you are still unhappy and wish to make a formal complaint, in connection with the occupation of your almshouse or about the services provided by the charity in relation to the almshouses, or should you wish to make a formal complaint regarding the clerk, then you should write directly to the Trustees at 6 North Street, Titchmarsh, Kettering, Northants., NN14 3DH.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint, within three days of receiving it, enclosing a copy of this procedure. All communication concerning complaints will be treated confidentially.
2. We will then investigate your complaint, make enquiries and interview all parties where appropriate. We will make every effort to resolve your complaint. We expect this process to take up to three weeks.
3. You will then be invited to a meeting, to discuss the outcome of the investigation, and to hopefully resolve your complaint. You may bring a friend or neighbour to this meeting if you wish. If you do not want a meeting, or it's not possible to arrange a meeting, then we will send you a detailed written reply to your complaint, including suggestions to resolve the matter where appropriate.
4. Within a week of the meeting, or of the formal response letter being sent to you, we will write to you to confirm what took place and the agreed solution.
5. If you are still not satisfied, you may contact The Alms Houses Association, see details below:-
The National Association of Almshouses (The Almshouse Association)
Billingbear Lodge,
Maidenhead Road,
Wokingham, Berkshire
RG40 5RU

Telephone 01344 452922

Facsimile: 01344 862062

Email: naa@almshouses.org

It is best practice for Trustees to consider utilising the services of an impartial, external organisation if the complaint raises contentious issues. Age Concern England (ACE) runs AIMS (Advice, Information and Mediation Service), which is a free mediation service for sheltered housing providers and residents. The organisation helps to solve difficulties and to ease the implementation of contentious issues eg: a proposed improvement project. AIMS can be contacted at : Age Concern (England), Astral House, 1268 London Road, London SW16 4ER. Tel: 0208 765 7200 or www.ageconcern.org.uk

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