

# Coventry Church (Municipal) Charities

Bond's Court, Bond's Hospital, Bond's Lodge and Ford's Hospital Almshouses

## Annual Complaints Performance & Service Improvement Report 2024-2025

This report is considered by the Board of Trustees annually and residents notified.

### **Annual Complaints self-assessment**

See separate document

### **Quality and quantitative analysis of complaint handling performance**

2 formal complaints were received

### **Summary of the types of complaints the Charity has refused to accept**

Not applicable

### **Any findings on non-compliance with the Code of the Ombudsman**

None

### **Service Improvements made as a result of learning from complaints**

Not applicable

### **Actions following any annual report about the Charity's performance from the Ombudsman**

Not applicable

### **Actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the Charity**

Not applicable

### **Board of Trustees Response to the Self-assessment Form**

The Charity has received two complaints this year.

The Charity complies with the complaints policies and procedures as set out by the Housing Ombudsman.

The Charity has made changes to its website so that all of the information relating to the Code of Complaint Handling is available electronically.

5<sup>th</sup> June 2025

Review date June 2026

Bond's Court, Hill Street, Coventry, CV1 4AN. Telephone: (024) 7655 2047  
Bond's Hospital, Hill Street, Coventry, CV1 4AX. Telephone: (024) 7509 7423  
Ford's Hospital, Greyfriars Lane, Coventry, CV1 2GY. Telephone: (024) 7622 3838  
Bond's Lodge, Hill Street, Coventry, CV1 4GZ. Telephone (024) 7625 1716

Registered Charity No. 228486