

Coventry Church (Municipal) Charities

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

Annual Complaints Performance & Service Improvement Report 2025-2026

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.

14th August 2026

Review date August 2027

Virginia E. Rigby

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