

Dear Housing Ombudsman Service Annual Self-Assessment and Governing Body

Thank you for your recent communications around compliance with the required annual Self-Assessment and Governing body response. Having consulted with my Board of Voluntary Trustees, I am pleased to provide the following statement for and on behalf of Bath Centre for Voluntary Service Homes t/a GreystonesCare to the Housing Ombudsman Service.

We have been presented with the Housing Ombudsman Service Self-Assessment document by our Company Secretary.

We confirm that we have been presented with the latest version of the Self Assessment, which provides the opportunity to include complaints details and service improvements. Moving forward this will occur at least once per year.

We would also be presented with an updated Self-Assessment when service changes are implemented which trigger the requirement for it to be presented.

The Self-Assessment and details from our minutes are available within our care home.

They are located in the 'Information' section of the GreystonesCare.org.uk website.

We are satisfied that we are acting in accordance with the Housing Ombudsman Service complaint handling code. We achieve this through scrutinising the nature of complaints, the evidence relied upon in responses to complaints and the outcomes of complaints. This applies to Stage 1 complaints investigated and responded to directly by the Company Secretary. It also applies to Stage 2 complaints which are investigated and responded to by our House Chair, a role that sits outside the operational running of our care home.

We compare our expectations with those of residents and would ensure that any complaints that the Housing Ombudsman Service adjudicate on are also presented to us at our quarterly board meetings so we can ensure that we have oversight of how something has gone wrong. This ensures that learning and development is embedded within our Association. Where we determine that service improvements or service changes are required, we ensure that these are reflected by a recorded Action Plan which are followed up at every meeting so that Board members can ensure that actions are progressing as expected.

This would include recommendations and instructions received from the Housing Ombudsman Service. As part of this work, we will ensure that complaint response times are effective.

We as the Voluntary Board of Trustees are assured that the Self Assessment and Annual Complaints Report reflect the landlords' complaint handling practice as they would align with the other regular reports that the are received at our meetings.

We do our best to get things right the first time and as a responsible landlord we acknowledge that from time-to-time things can and do go wrong. We strive to put things right when this happens. Through our open, honest and transparent communication with residents, we are encouraging complaint reporting so that we can always deliver continuous improvements. Having cultivated a positive complaint handling culture in general, the Board is confident that the landlords' complaints handling processes, policies and procedures, are efficient and effective.

This response is from the whole of the Board. This response is presented by the Nominated Individual/Company Secretary for and on behalf of the whole Board. Given the Self-Assessment was presented to the Housing Board on 27 November 2025, we appreciate the agreed extension date in to January 2026 to provide the required documentation on our website.