

Abbeyfield Buckland Monachorum Society's Board's response to the Annual Complaints Performance and Service Improvement Report.

On Thursday 22nd January 2026 the Abbeyfield Buckland Monachorum Society (ABMS) Board received:

- The 2024 - 2025 Annual Complaints Performance and Service Improvement Report for residents living in homes which are owned or managed by the ABMS.
- An updated Complaints Policy for residents living in homes owned or managed by the ABMS, to meet the requirements of the New Housing Ombudsman's Complaint Handling Code 2024.
- A Self-Assessment report against the new Housing Ombudsman Complaint Handling Code 2024.

The Board has a Member Responsible for Complaints (MRC), who provides additional assurance to the Board, on the effectiveness of the ABMS complaints system. The MRC and the Board, have considered and approved that the self-assessment submitted, clearly complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has maintained an overview of the ABMS complaint data. The ABMS has adopted the Housing Ombudsman definition of a complaint as any expression of dissatisfaction. This gives the Board assurances that the ABMS are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. The Board maintains oversight of the ABMS Complaints Procedure which provides reassurance about the accuracy of data produced, in relation to complain handling.

ABMS is open to learning to improve the quality of the service it provides to its residents. As a small provider owning and managing fifteen homes, the Board can consider each complaint in turn and take from it any associated learning. Given our size, and the fact that no formal complaints having been made, we have not been able to recognise any trends. However, we are not complacent and we do recognise that effective communication with our residents and prompt action is crucial in terms of promoting confidence around the way in which we manage complaints. So too is ensuring that we take learning from any complaint made, in order to improve upon our performance moving forward. Staff are aware of the ABMS Complaints Policy and Procedures.

The ABMS Board will continue to monitor the feedback on communications through any complaints reported to the Board, during the next reporting period.

Ken Farnham – ABMS Chairman.