

Annual Complaints Performance and Service Improvement Report **2024 -2025.**

1. Introduction

This is the annual complaints and service improvement report for The Abbeyfield Buckland Monachorum Society, for the period 2024 – 2025.

The purpose of this report is to provide transparency around our complaint handling process, and to provide details of any complaints received during this reporting period, in line with the requirements of The Complaint Handling Code. Where complaints are reported, we detail what the complaint was about and what action was taken to bring about a resolution.

At Abbeyfield Buckland Monachorum, we are committed to providing a high quality of service to our residents and we work closely with them in order to resolve any issues or concerns, as and when they arise. We accept however that there may be an occasion where we fall short of our resident's expectations. In the event of such an occurrence, we will work hard to address the shortfall to seek a suitable resolution at the earliest opportunity and will take forward any learning identified as a result.

All of our residents are aware of our Complaints Policy and how they, or a representative on their behalf, can raise a complaint with us, should they need to do so. We also hold meetings with the Residents, involving our Trustees, which provides an additional forum for residents to raise their concerns direct, should they wish to do so.

2. Management Committee's Response.

The Abbeyfield Buckland Monachorum Society's Board of Trustees have reviewed and approved this year's Annual Complaints Report.

The Board of Trustees are kept apprised of any complaints received and are proactive in ensuring that all complaints are dealt with in line with our Complaint Policy and the procedures outlined within.

Our Complaints Officer is responsible for investigating any complaint made, consulting with the resident concerned, and / or their representative, to ensure that their needs and wishes are incorporated into the progression of the investigative process.

Once the outcome of an investigation is agreed, we will determine what action needs to be taken and will ensure that this includes taking forward any learning, thereby enabling us to improve upon our future performance.

3. Annual Self-Assessment.

A copy of our self-assessment is attached for information.

4. Handling Performance.

| Period | Stage 1 complaints | Stage 2 complaints |
|-------------|--------------------|--------------------|
| 2024 - 2025 | 0 | 0 |

The Abbeyfield Buckland Monachorum Society is pleased to confirm that we have received no formal complaints during this reporting period. We understand however that there is no room for complacency regarding this matter, and as such we continue to ensure that all our residents are aware of our Complaints Policy and how they, or their representative, can submit a complaint, should the need arise.

5. Types of Complaints Received.

We have not received any complaints during the 2024 – 2025 reporting period, nor have we refused to accept any complaints.

In the event we refuse to take a complaint, we would notify the Housing Ombudsman Service, to explain our rationale, in line with The Complaints Handling Code.

6. Complaints escalated to the Housing Ombudsmann Service.

During the 2024 - 2025 reporting period, we had no complaint cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code.

During this reporting period, we complied with The Complaint Handling Code and there was no cause for Ombudsman intervention.

8. Learning and Service Improvements

We have not received any complaints during this reporting period; however, we accept that this could change at any stage.

We see all of our residents daily to check on their welfare and which also provides them with an opportunity to speak to staff regarding any issues or concerns. We also provide regular forums during which residents can raise concerns direct with staff or trustees. This includes resident meetings and regular coffee mornings. As well as using these forums to listen to and respond to any concerns raised, we also use these opportunities to feed back any learning and improvements that we have made.

9. The Housing Ombudsman Service.

Details of the Housing Ombudsman Service is contained within our Complaints Policy, which is accessible to all of our residents. The policy makes it clear that there is no requirement for a resident to have a complaint ongoing, in order to seek advice from the Ombudsman. The details of the Ombudsman can also be found within the Abbeyfield Resident's Handbook for Sheltered Housing.

Contact details for the Housing Ombudsman are as follows:

Post:

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Telephone :

0300 1113000.

Website:

www.housing-ombudsman.org.uk

Email:

info@housingombudsman.org.uk

10. Access to our Complaints Policy and Procedure.

Our aim is to ensure that complaints are resolved at the first point of contact, which is usually through the House Manager. If a resident remains dissatisfied, they can lodge a formal complaint.

Residents can access our Complaints Policy and Procedure and our self assessment against the code in the following ways:

- a) The Complaints Officer

Name: Elaine Van-Orden

Telephone Number: 01822 853448

The Abbeyfield Buckland Monachorum Society,

Pilcher's Field,

Abbeyfield Buckland Monachorum Society

The Crescent,

Crapstone,

Yelverton. PL20 7PS.

Email : Office.Pilchersfield@gmail.com

b) The Appeals Officer:

Name: Keith Topham

Telephone number: 07765868641

The Abbeyfield Society,

Pilcher's Field,

Crapstone,

Yelverton. PL20 7PS.

Email: keithtopham@me.com

Assistance can be obtained by visiting the office or calling us on 01822 853448.

On receipt of a formal complaint, the Complaints Procedure will apply.

All new residents are provided with a copy of the Complaints Policy and Procedure.

Our Complaints Policy, alongside our annual self-assessment and our Annual Complaints Performance and Service Improvement Report for 2024 – 2025 can be found on our Organisational Website at www.pilchersfield.co.uk.