

Annual Complaint Handling and Improvement Report 2024

At Abbeyfield Wessex Society Ltd we are committed to ensuring that our services meet the highest standards of quality and responsiveness. As part of this commitment, we have focused on improving how we handle and respond to complaints from our residents and service users.

From 1st January 2023 to 31st March 2024 we received no complaints, therefore no complaints have been referred to the Ombudsman for us to include in this report. While it's positive to see there have not been any complaints made, Abbeyfield Wessex are fully committed to taking the steps we need to take to ensure all residents and services users are aware of how to make a complaint and ensure all staff adopt a positive complaint handling culture. This includes:

- Introducing training for all managers on effectively handling complaints, working collaboratively together and embracing a positive learning culture to ensure we always listen, learn and take action to help drive further service improvements. This will be implemented by the end of 2024.
- In July 2024 we have updated and published a new 'Making a complaint' guide which is available in all houses and given to all residents when they move into a property.

We have recently conducted a self-assessment against the Housing Ombudsman's complaint handling code which officially came into operation on 1st April this year. And as a result of this starting April 2025, complaints will be reviewed annually by a dedicated team. This review will focus on the nature of the complaints, response times and resolution rates as well as feedback from residents on their satisfaction with the process.

The results will be published in an accessible format for all residents and will outline the progress made over the past year and highlight areas for further improvement.

Yours sincerely



Vanessa Booker-Card

Chief Executive Officer

Chairman's Annual Complaint Handling and Improvement Report 2024

As the Chairman of the Abbeyfield Wessex Society's Board, it is my responsibility to monitor and address any complaints or concerns from the residents. I am pleased to report that for the period 1st January 2023 to 31st March 2024 no formal complaints have been made. This reflects positively on the overall management, services, and community atmosphere within Abbeyfield Wessex Society.

While the absence of complaints is encouraging, we will continue to improve and maintain the high standard of accommodation we offer. We will also continue to develop our staff to ensure they are trained to effectively handle complaints in a professional and timely manor whilst encouraging a positive learning culture throughout the society ensuring we are always listening and learning to improve the services we offer.

Yours sincerely



Paul Boulton

Chairman