



## **Annual Complaint Handling 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. Historically we have received very few complaints and so have not felt it necessary to produce an annual report.

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

A handwritten signature in black ink, which appears to read "Vanessa Booker-Card". The signature is written in a cursive, flowing style.

Vanessa Booker-Card

Chief Executive Officer