

Annual Complaint Handling and Improvement Report 2025

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 April 2024 to 31st March 2025 we received two complaints, both of which were resolved informally by mutual agreement between ourselves and the individual making the complaint. While it's positive we have had so few complaints, 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:

- Continuous 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.
- Ensure residents are aware of how to raise a complaint if they wish.

Abbeyfield Wessex society are dedicated to continuously review and investigate any complaints received. We are committed to annually completing the self-assessment against the Housing Ombudsman's complaint handling code focusing 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 2025

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 April 2024 to 31st March 2025 we have received two complaints, both of which were resolved informally by agreement of both parties. This reflects positively on the overall management, services, and community atmosphere within Abbeyfield Wessex Society.

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 manner 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