

## 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.

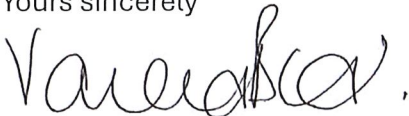
From 1<sup>st</sup> January 2023 to 31<sup>st</sup> March 2024 we received no complaints. While it's positive to see there have not been any complaints made, Abbeyfield Wessex are fully committed to taking the steps we need to take to ensure all residents and services users are aware of how to make a 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**