

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/24

COMPLAINTS

Our complaints policy (which is reproduced in our self-assessment link) was reviewed against the new April 2024 Code, and the National Abbeyfield Society template (our membership organisation). The self-assessment was undertaken to ensure the Abbeyfield (Ripon and District) Society Ltd was in line with requirements.

There were no complaints for the year 2023/24 and there was no correspondence from the Ombudsman.

IMPROVEMENTS

We clearly need to remain vigilant in responding to service requests and, given the introduction of the statutory Code, it would be a good time to ensure that residents, staff and trustees are reminded of the complaints procedure.

James Ward

Trustee Responsible for Complaints