



Abbeyfield (East Devon) Society Ltd

Abbeyfield (East Devon) Society Limited is a Member of The Abbeyfield Society.
Housing Corporation No.H2776. Company No: 15141319 Registered Charity No:
1206411

Abbeyfield East Devon Society Ltd. Chairman's Annual Complaint Handling and Improvement Report 2024

As Chairman of the Board for Abbeyfield East Devon Society, it is my responsibility to ensure that our residents' concerns are addressed with diligence, professionalism, and care. I am pleased to report that for the period from January 1, 2023, to March 31, 2024, no formal complaints have been recorded. This positive outcome speaks highly of the quality of our management, services, and the welcoming community atmosphere that Abbeyfield East Devon strives to uphold.

While the absence of complaints is encouraging, it is also a reminder to continue upholding and enhancing the high standard of accommodation and support we offer. To ensure we remain responsive and attentive to our residents' needs, we are committed to ongoing improvements in staff training, development and commitment to a learning culture.

The Board remains committed to maintaining transparency and promoting trust with our residents. I would like to thank all Abbeyfield East Devon staff for their dedication and the residents for their support and engagement. Together, we will continue to build a community that values and prioritises quality support, open communication, and a welcoming atmosphere.

Chairman Abbeyfield East Devon Society Ltd

Kevin Budden