



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. Annual Complaint Handling and Improvement Report 2024

Abbeyfield East Devon Society is committed to providing high quality services that meet the needs of our residents and service users. Central to this commitment is our focus on effective and responsive complaint handling. This annual report details our efforts and initiatives from January 1, 2023, to March 31, 2024, to ensure continuous improvement in this area.

Complaint Summary (January 2023 - March 2024)

During the reporting period, no complaints were received. Consequently, no cases were referred to the Housing Ombudsman. While the absence of complaints is encouraging, we recognise the importance of maintaining a transparent and accessible complaint-handling process for our residents and service users.

Key Actions and Improvements

1. Training and Culture Development

- We are committed to building a positive complaint-handling culture across all staff levels. To support this, we are introducing targeted training for all managers on effective complaint handling.
- Training will focus on collaborative approaches, promoting a learning culture, and emphasising the value of listening and responding constructively to complaints.
- This training will be implemented by the end of 2024.

2. Updated 'Making a Complaint' Guide

- In October 2024, we revised and distributed a new 'Making a Complaint' guide to ensure clarity and accessibility for all residents.
- This guide is now available in all Abbeyfield East Devon Society properties and is provided to new residents upon moving in.

3. Self-Assessment Against the Housing Ombudsman's Complaint Handling Code

- Following the Housing Ombudsman's complaint handling code, which officially took effect on April 1, 2024, we conducted a thorough self-assessment of our procedures.



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- As a result, starting April 2025, a dedicated team will conduct an annual review of complaints. This review will cover:

- Types and nature of complaints received
- Response times and resolution rates
- Resident satisfaction with the complaint-handling process

4. Annual Review and Reporting

- Findings from the annual complaint review will be published in a resident-accessible format. The report will outline the progress made over the past year and identify any areas for further improvement.
- This approach will ensure transparency and provide residents with a clear understanding of our commitment to improvement and accountability.

Conclusion

Abbeyfield East Devon Society Ltd remains dedicated to encouraging a responsive, resident centred approach to complaint handling. Through ongoing training, clear communication, and annual reviews, we aim to continuously enhance the quality of our services and strengthen the trust residents place in us.