

## Complaints Performance Report

2023-2024

This is the first Annual Complaints performance report for Abbeyfield Bristol and Keynsham covering the period 1<sup>st</sup> October 2023 to 30th September 2024.

This has been a period of change for us as an organisation with introduction of a new Chief Executive Officer and a renewed commitment to maintaining excellent services for our residents.

During this period, the Housing Ombudsman's complaint handling code officially came into operation, and we have recently completed our first self-assessment against it.

We are committed to improving our services and we believe that our complaints handling process is an important part of this.

During this period we had three complaints, with two of these being resolved informally at the expression of concern. One complaint went to the first stage of our complaints and was resolved through mutual agreement between ourselves and the individual making the complaint.

Catering and activities	1
Services	1
Maintenance	1

While it is positive that we had so few complaints, we understand that sometimes residents are not satisfied, and we want to hear from them about this. During 2025 we will be undertaking awareness campaigns about our processes to ensure that all residents and their families know how to make a complaint if they wish.

We are not aware that any of these complaints were escalated to the Housing Ombudsman.

When these complaints were made, we did not have complaint satisfaction surveys in place, but we now have them ready for future complaints.

Statement from Dr Hayley Richards, Chair of Trustees for Abbeyfield Bristol and  
Keynsham Society

As Chair of Abbeyfield Bristol and Keynsham Society, I am the Trustee with lead responsibility for complaints within the organisation. I am pleased to see that we have only had 3 complaints during the period between 1<sup>st</sup> October 2023 and 30<sup>th</sup> September 2024, and to see how these have been resolved. It is positive that we have had such low complaints for our first submission, but we remain committed to a high quality of service, and such value feedback from residents. During the next year we will increase promotion of our complaints handling procedures to ensure that any dissatisfaction is addressed and learnt from.