

Abbeyfield Shanklin Society Ltd
Annual Complaints Performance and Improvement Report 2024
Response from Board of Trustees

The Board of Trustees of Abbeyfields Shanklin Society Ltd, acknowledge and accept the Annual Complaint's Performance and Improvement Reports presented to the Board by the Complaints Office,

The Board understands that the Housing Ombudsman Complaints Handling Response became statutory on 01 April 2024 and applies to each financial year of the responder..

The Board also notes that the response is overdue owing to changes to the management of Abbeyfield Shanklin and awaited the elections of new Trustees.to the Board of Trustees.

Whilst accepting there being no complaints recorded during the six months period cover by the report, the Board is aware that we must take actions to actively support feedback from our residents of which complaints form an important element.

The Board will actively support steps led by the Complaints Officer and the General Manager during 2024 --2025 in seeking to create the atmosphere where it is understood by all that feedback is both sought and will be valued. Also that the feedback will inform the continued development of services to our Residents.

The Board wishes any processes introduced to be simple, easy to access and not to be onerous in time consumption whilst being compliant with the Policy.

The Board also recognises that the next Annual Report is due at the end of the current financial year on 31 October 2025 and will expect progress reports during the interim months

The Board acknowledges the time involved in preparing the first report together with the accompanying Complaints Policy review and self-assessment document.

J. Gilbey (Chair),

M.Ryan, K.Ogier, P.Dana