

COMPLAINTS

Abbeyfield South Molton

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 24/25

A REVIEW OF COMPLAINTS AT **Abbeyfield South Molton** IN 2024-2025

During 2024 to 2025 we received **0** complaints from **0** residents living in the **1** homes owned by Charity name.

- **0** complaints related to our repairs and maintenance service.
- **0** complaints related to how we dealt with anti-social behaviour issues.
- **0** complaint related to rents and utility supplies after moving into a new home.
- **0** complaint additionally related to how we dealt with rent.

Abbeyfield South Molton received no complaint cases.

0 stage one and 0 stage two complaints received.

Abbeyfield South Molton received no complaints that were referred to or investigated by the Housing Ombudsman Service in 2024/25.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

July 2025 the Board received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by Abbeyfield South Molton.
- An update to the complaints policy for residents living in homes owned and managed by Abbeyfield South Molton to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024/25
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2025

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Abbeyfield South Molton

complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2025.

Throughout the year the Board will challenge the data and information provided to the Board. Abbeyfield South Molton adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Abbeyfield South Molton are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 25/26. This will provide the Board with additional assurance on the accuracy of data on complaint handling.

One of Abbeyfield South Molton values is 'we learn'. As a small provider owning and managing one home the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, Abbeyfield South Molton does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems will be improved during 25/26. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.

During the executive AGM meeting held on the 10th March 2025 the report given to the trustees shows that no complaints were received and that trustees note that they request to see evidence of:

- Tenant Satisfaction Measure surveys
- That Complaints Handling and Unacceptable Behaviour Handling Training will be attended by all staff prior to the next AGM
- A separate Compliments/Concerns log and a Complaints log.

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2024

1. Introduction

This is our first annual complaints report for the period July 2024 to July 2025.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

2. Management Committee's Response

Abbeyfield South Molton's Board of Trustees have reviewed and approved this years' Annual Complaints Report.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
2024-2025	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the clerk or complaints officer by phone or by email.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 2024 – 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Complaints Officer** :

Name: Katie Thake
Telephone number: 01769572119
Address: Duffield Court, South Molton, EX36 4DG
Email address: southmolton@abbeyfield.com

(b) The **Appeals Officer** is:

Name: Neil Kingdon
Telephone number: 01769572119
Address: Duffield Court, South Molton, EX36 4DG
Email address: neilkndn@yahoo .co.uk

Assistance can be obtained by visiting our office or calling us on 01769572119

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

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