THE ABBEYFIELD BASILDON SOCIETY LIMITED

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT – 2023/2024

1. Introduction

This is our annual complaints report for the period 01 April 2023 to 31 March 2024.

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

There has been an extended and regrettable delay in the completion of this report which has resulted from Trustee illness and for which the Board collectively apologises. 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.

We have been working diligently over recent months to introduce new and updated policies to ensure compliance with the Complaint Handling Code (the Code) issued by the Housing Ombudsman Service. We are pleased to report the recent introduction of our updated Complaints Policy, our new Compensation Policy and our new Anti-Social Behaviour Policy, all of which ensure alignment with the Code.

We have also recently introduced a new Complaints Section for our website where all of these policies can be accessed.

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

2. Management Committee's Response

Abbeyfield Basildon's Board of Trustees have reviewed and approved the Annual Complaints Report for the period 01 April 2023 to 31 March 2024.

The Board regularly receives reports on any complaints received and will ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are addressing our residents' needs.

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

3. Annual Self-Assessment

A copy of our latest self-assessment can be viewed in the Complaints Section on the website.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
01 April 2023-31 March 2024	0	0

For the year from 1 April 2023 to 31 March 2024, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on for that year.

However, this does not mean that we are complacent. We will 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 now have a separate Anti-Social Behaviour Policy to process complaints regarding Anti-Social Behaviour. This means that complaints regarding Anti-Social Behaviour will not be dealt with under the Complaints Policy. You can contact the Complaints Officer by phone or by email for a copy of the Anti-Social Behaviour Policy or access it in the Complaints Section on the website.

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

6. Complaints Escalated to the Housing Ombudsman Service

During the period 01 April 2023 to 31 March 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We have had no Ombudsman intervention save for a failure notice in respect of the late provision to the Housing Ombudsman of this completed annual submission which, as explained, resulted from a period of illness. We have now ensured that all of our policies are in alignment with the Code although the Board accepts that they were not in alignment during the reporting period 01 April 2023 to 31 March 2024.

8. Learning & Service Improvements

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

We ensure through our regular residents' meetings that residents have the opportunity to voice any concerns they have. Our Complaints Policy is easily accessible in the Complaints section of our website and there is also a hard copy in a folder kept in the lounge area of both of our Houses. We remind residents about the Complaints Policy and their right to make a complaint.

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 documentation about service issues to encourage residents to use the service or to access it for assistance.

Residents should be aware that they do not have to have a formal complaint ongoing to seek advice and support from the Housing 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, via the House Manager. If a resident remains dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the Complaints Section on the website or through any of the following:

The Complaints Officer for Octagon House:

Name:	Karen Swindells, House Manager
Telephone number:	01268 530414
Address:	Abbeyfield Octagon House

Bridge Street, Basildon SS15 4AY
Email address: karenswindellsprivate@outlook.com

The Complaints Officer for Timberlog House:

Name: Sian Moloney, House Manager
Telephone number: 01268 550880
Address: Abbeyfield Timberlog House
200 Timberlog Lane, Basildon SS14 1PG
Email address: sianabbeyconfi@outlook.com

The Appeals Officer:

Name: Sean Stanton-Dunne, Trustee

Telephone number: 01245 460 303

Address: The Generals, Main Road, Boreham CM3 3HJ

Email address: ssd@stanton-dunne.co.uk

Assistance can be obtained by calling either House Manager on the numbers provided above.

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, before our Annual General Meeting takes place, we will remind residents at the residents' meetings that they can look at our current self-assessment against the Code on the website in the Complaints section. We will also, at the same time, remind residents that they can look at a hard copy in the folder kept in the lounge area of both Houses. We will also provide information within our Annual Report regarding complaints.

We will also include information about making complaints within any services correspondence so that residents are reminded about how they can complain.

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