

ANNUAL COMPLAINTS, PERFORMANCE, AND SERVICE IMPROVEMENT REPORT 24-25



Complaints Overview: April 2024 – March 2025

[Complaint Handling Code 2024](#) | [Housing Ombudsman Service](#)

Scheme	Homes	Complaints	%/ Homes
ALF	9	1	11.1%
AYM	18		0.0%
BCH	9		0.0%
BEA	9		0.0%
HOL	48	1	2.1%
CAD	14		0.0%
LAD	8		0.0%
Total	115	2	1.7%

Abbeyfield South Downs received a total of two complaints over the reporting period:

- Tenant Complaint - Related to Scheme Management at one of our six sheltered housing schemes.
- Public Complaint - Raised during the consultation phase of a scheme closure. The complaint was withdrawn following our 'Stage 1' response.

All complaints were resolved at 'Stage 1', with no referrals to 'Stage 2' or the Housing Ombudsman Service. This represents a 100% resolution rate within our internal procedure.

Evaluation and Learning

Although complaint volume was low, each case was reviewed to identify potential areas for improvement:

- Seasonal Planning: Scheme staff will proactively diarise grounds maintenance activities in line with seasonal expectations to ensure tenant satisfaction.
- Complaint Visibility: A review is underway to compare complaint figures with tenant satisfaction measures (TSM) and assess the awareness and accessibility of our complaints process.

Service Improvements Implemented

In response to organisational and sector-wide reflections on good practice, the following improvements were introduced:

- Compliance Achieved: Abbeyfield South Downs is now fully compliant with the Complaint Handling Code.
- Procedure Visibility: Our revised complaints procedure is now:
 - I. Displayed prominently in all schemes.
 - II. Incorporated into all new tenancy agreements.
 - III. Accessible via the organisation's website.
- Staff Development: Staff have received training in complaint handling, with emphasis on distinguishing service requests from formal complaints to support appropriate resolutions.

Conclusion

While no recurring themes were identified, we recognise each complaint as an opportunity to reflect on service quality, responsiveness, and tenant engagement. Our commitment remains proactive: resolving service requests promptly, encouraging open feedback, and maintaining high standards across all schemes.

Nikki Moss
General Manager

BOARD’S RESPONSE TO THE ANNUAL COMPLAINTS, PERFORMANCE, AND SERVICE IMPROVEMENT REPORT 24/25

On 6 August 2025, the Board received and reviewed the following documents:

Annual Complaints, Performance, and Service Improvement Report 2024/25. This comprehensive report reflected quarterly updates provided by the Operational Management Team. Over the course of the year, the Board engaged in a detailed review and discussion of the information presented.

Complaints Policy 2025 - The policy remains unchanged since its last review in May 2025, confirming continued alignment with current practices.

Self-Assessment Against the Housing Ombudsman’s Complaint Handling Code 2024/25 - Abbeyfield South Downs continues to adopt the Ombudsman’s definition of a complaint as “any expression of dissatisfaction.” This approach ensures consistent and accurate recording of complaint volumes.

To further strengthen oversight, the Company Secretary serves as the Member Responsible for Complaints (MRC). The MRC receives regular updates between Board meetings and offers assurance on the effectiveness of Abbeyfield South Downs’ complaint-handling system. Following careful consideration, the Board and MRC have approved the self-assessment, confirming full compliance with all aspects of the Complaint Handling Code 2024.

Ongoing Commitment to Responsiveness and Transparency

The Board remains committed to monitoring complaint volumes in conjunction with annual tenant satisfaction survey results. This ensures tenants are aware of how to raise concerns and reassures them that their feedback is valued and acted upon.

Feedback outcomes will continue to be reviewed at quarterly Board meetings, forming part of a wider commitment to continuous improvement and tenant engagement.

Approved for submission Board Meeting Wednesday, 6 August 2025

Ian Thomas
Chair

Peter Anderson
Company Secretary