
The Abbeyfield South West Society Ltd, Board response to the Annual Complaints Performance and Service Improvement Report 2023-24

On Wednesday 8th October 2025 the Abbeyfield South West Society Ltd received:

- The 2024-2025 Annual Complaints Performance and Service Improvement Report for residents living in homes which were owned or managed by The Abbeyfield South West Society Ltd
- The Complaints Policy for residents living in homes owned or managed now by the Abbeyfield South West Society Ltd to meet the requirements of the New Housing Ombudsman's Complaint Handling Code 2024, adopted by the ASWS board in November 2024.
- A Self-Assessment against the new Housing Ombudsman Complaint Handling code 2024.

The Board has a member responsible for complaints (MRC) who provides additional assurance to the Board on the effectiveness of the ASWS complaints system. The MRC and the Board have considered and approved that the self-assessment submitted clearly complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has maintained an overview of the ASWS complaint data with the complaints officer/ Administrator reporting these on a quarterly basis to the Board as they arise. This gives the Board assurances that the ASWS are recording and accurate volume of complaints. The Board does not believe that a low volume of complaints would be a positive sign.

ASWS is open to learning to improve the quality of the service it provides to its residents. As a relatively small provider the Board can consider each complaint in turn and take from it any associated learning. Due to the size of The Abbeyfield South West Society Ltd and the number of complaints received it has not been possible to identify any trends. However, this may be something we can monitor going forward. We do recognise that effective communication with our residents and prompt action is crucial in terms of promoting confidence around the way in which we manage complaints. So too is ensuring we take learning from any complaint made, in order that we can improve upon our performance moving forward. Our staff are aware of the steps they need to take in response to any complaint received.

The ASWS Board will continue to monitor the feedback on communications through any complaint reported to the Board during the 2025-2026 reporting period.

Roger Edmunds – ASWS Chairman