



Abbeyfield the Dales Limited

Complaint Reporting

2023 - 2024

Introduction

Abbeyfield The Dales Limited (ATD) are committed to providing an excellent service to all residents and service users and welcome all feedback, positive and negative, that relates to the service we provide. If we go above and beyond expectations regarding our service, we would like to know about it to celebrate and share best practice.

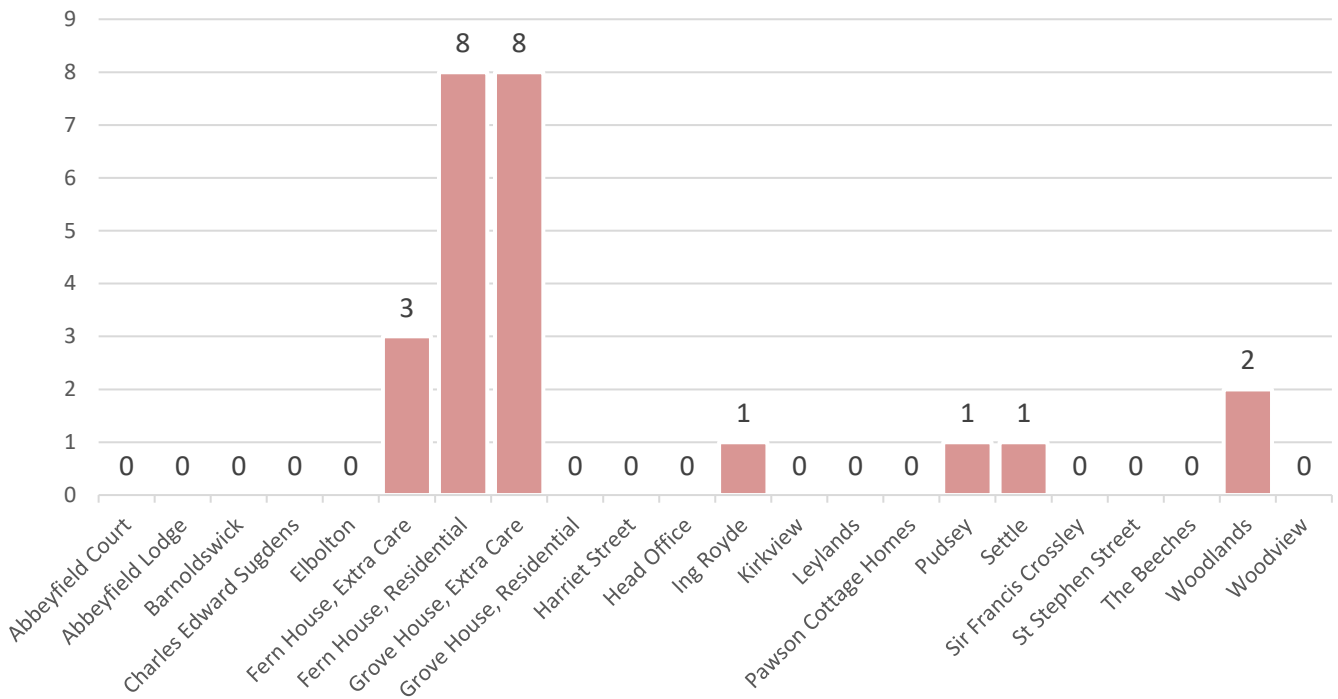
However, sometimes the service we provide may fall short of that which is expected, and we want to know about that too, so lessons can be learned, we can put things right and improve our service.

We welcome comments, concerns, compliments, and complaints from all residents and service users, their relatives and friends, and other stakeholders. This feedback helps us to monitor the quality of the services we provide and change where it is appropriate.

Although we have always followed a robust complaints process it is recognised our central recording and reporting on complaints data needs much improvement.

This report contains basic information only, at the beginning of 2025 a new complaints recording system was introduced which will provide more in-depth data for future reports from 2025 - 2026 onwards.

Annual site volumes

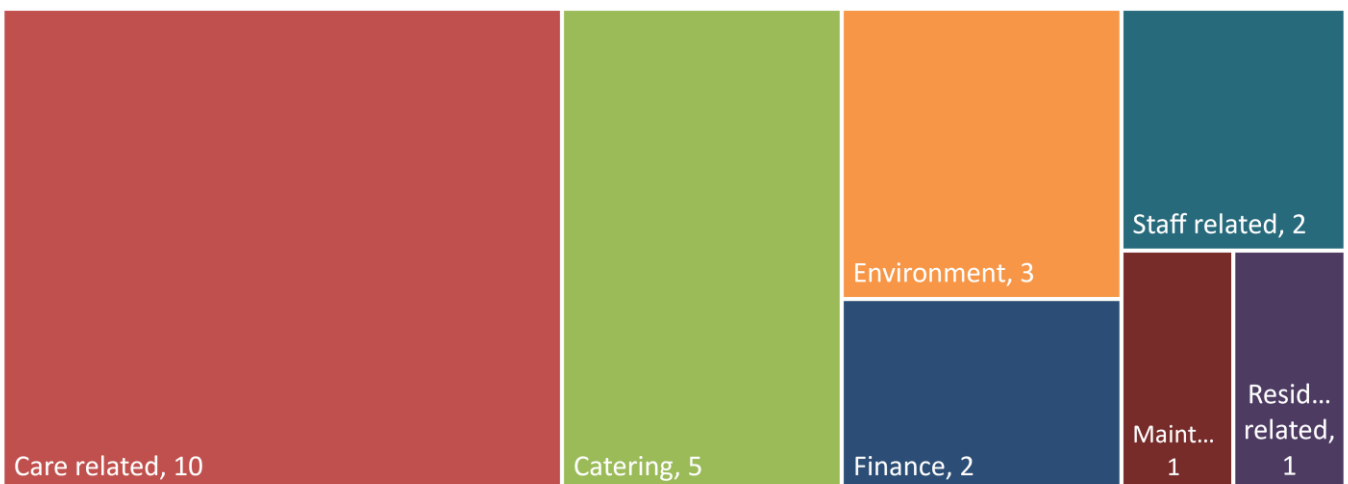


Throughout 2023-24 there was a total of 24 'recorded' complaints, as a central recording system was not in place there will have been more which will be rectified in future reports.

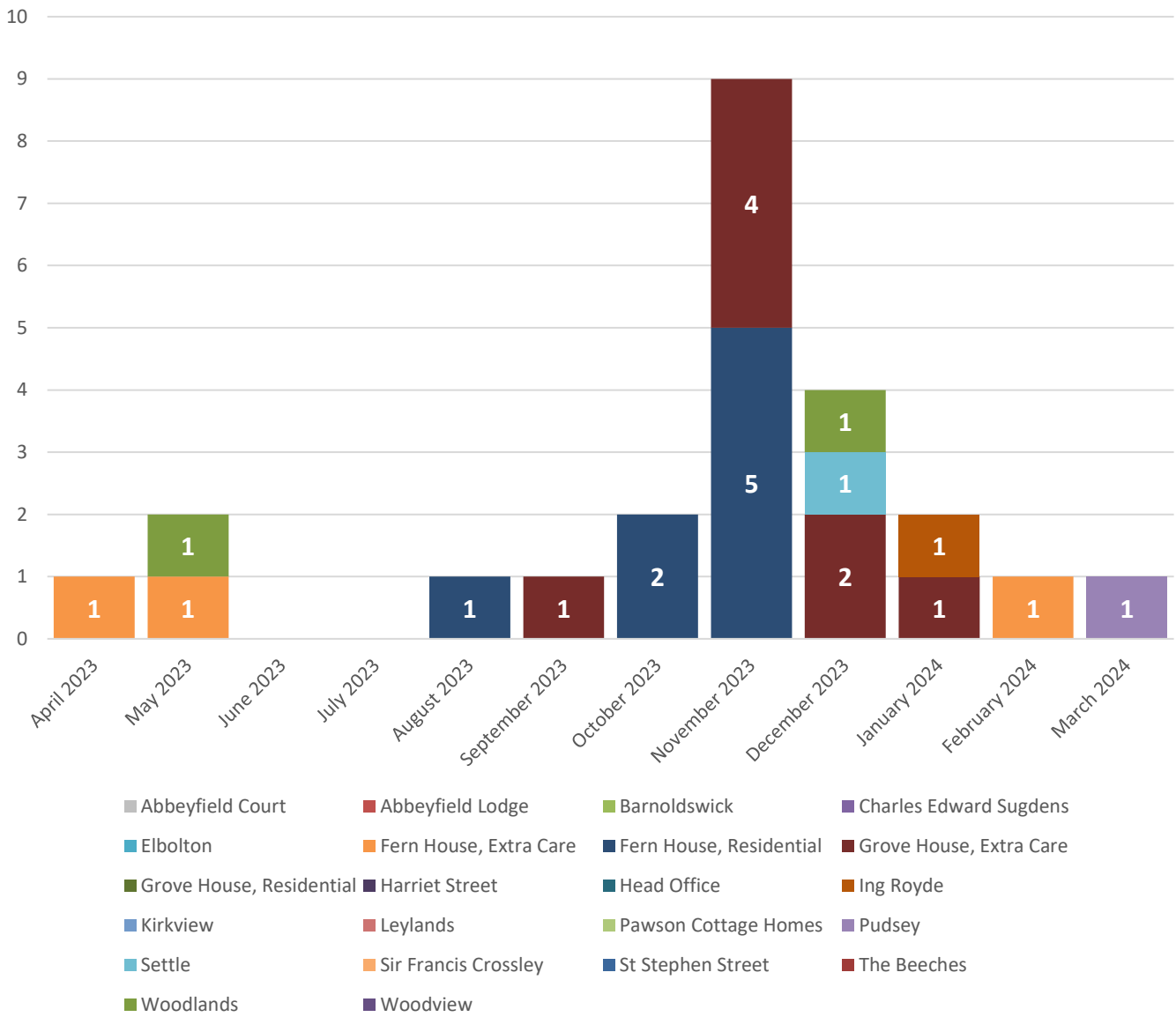
The top complaint locations include Fern House 11 (Combined Extra Care and Residential), then Grove House Extra Care 8, this is due to both being our largest sites.

Annual total by category

- Activities
- Care related
- Catering
- Communication
- Domestics
- Environment
- Finance
- Maintenance
- Management
- Resident related
- Staff related

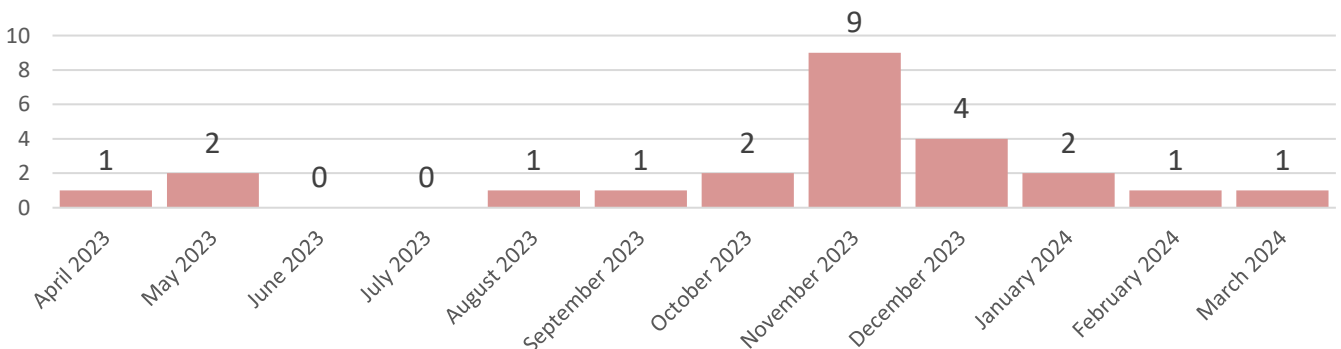


Monthly volumes by site



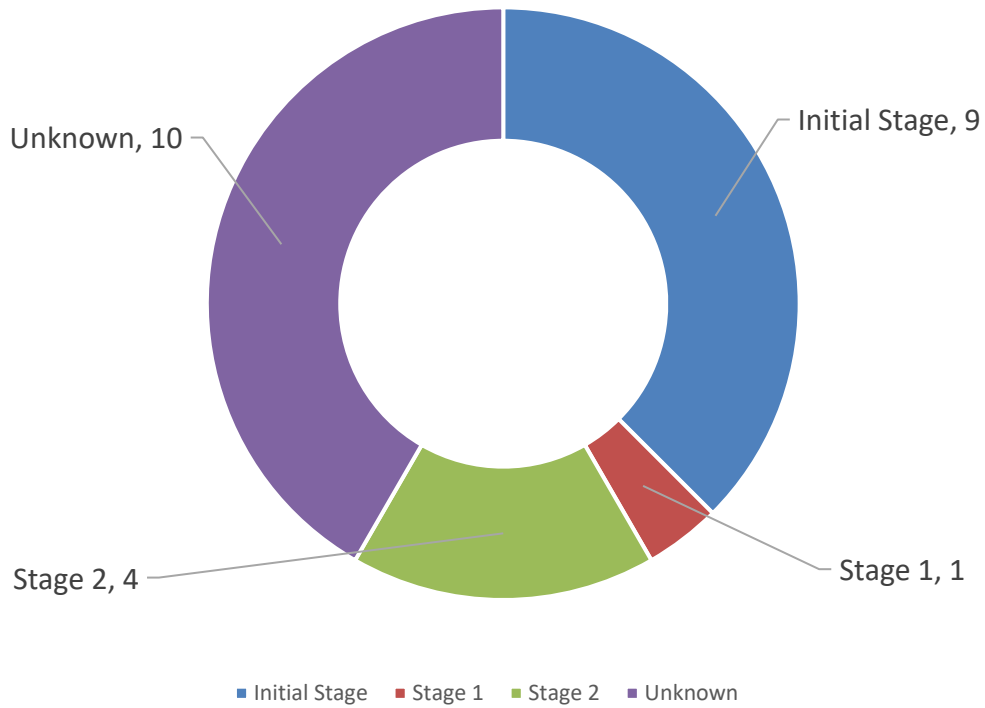
As you can see volumes peaked in November and December 2023. The reasons for this was staffing issues at our main Residential site which have now been addressed. Regular meetings were held by the Chief Executive and Director of Operations with residents and their relatives, and staff to monitor the situation and progress made.

Monthly complaint totals for all Abbeyfield the Dales sites



Responsiveness

Annual volumes by complaint stage



The information for this section is limited due to no central recording system in place, reports from 2025-26 will no longer contain the category unknown.

Ombudsman escalations

There were no evidence requests received from the Ombudsman during this period.

Satisfaction Results

Detailed below are the collated responses from satisfaction surveys sent to complainants.

| | |
|---|---|
| Overall satisfaction rate: | - |
| How satisfied are you with our information about making a complaint? | - |
| How satisfied are you with the handling of your complaint? | - |
| How satisfied are you with the outcome of your complaint? | - |
| How satisfied are you with our information about making a complaint? | - |
| How satisfied are you that all areas of your complaint were addressed? | - |
| How satisfied are you that you were kept fully informed throughout the process? | - |
| How satisfied are you that the staff who dealt with your complaint were helpful and polite? | - |
| How satisfied are you that the complaints process is easy to access and understand? | - |

Complaint satisfaction surveys were not in place during this period, results will be available in the 2025-26 report.

We do conduct an annual resident satisfaction survey based on housing and CQC best practice, we then provide action plans for each site to address issues as they arise and monitor progress in completing actions. The Board of Trustees receive a copy of our overall survey performance along with detail of the actions we are taking. The detailed reports and actions are scrutinised through our Quality Governance Committee.

Further Comments

This is Abbeyfield the Dales' first annual complaints report and is still in development. Information for the period of 2023-24 is limited, which we recognise is not acceptable and following the update of the Housing Ombudsman Complaint Code we have introduced, or we are soon to introduce the following:

- Full review of our complaints policy in line with the Ombudsman Complaint Code.

Complete.

- New easy guide literature 'Making a Complaint' for all residents. *Complete.*

- Introduce a dedicated complaints and compliments web page with details on how to make a complaint, including copies of our full policy, complaint leaflet and a copy of our self-assessment. *Complete.*

- New complaints recording system which gathers information of all stages throughout the life of a complaint. Further details will be added to our report in 2025-26. *Complete with ongoing development.*

- Online complaints handling training for all staff at all levels. *Complete for distribution March 2025.*

- Specific Manager complaint handling training. *In progress for deliver March 25.*

- A dedicated complaint handler to monitor the lifecycle of all complaints and ensure we manage our complaints in line with our complaints policy, and dedicated central email address. *Complete.*

- Standard complaints agenda item in Quality Governance Committee meetings. *March onwards.*

We recognise there is more we can do with regards to reporting on the outcomes of complaints and lessons learned, ways on how we do this and communicate with the wider business will be discussed in Quality Governance Committee meetings.



<https://abbeyfieldthedales.co.uk/complaints-process/>

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