



Complaint Reporting

2024 - 2025

April - March

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.

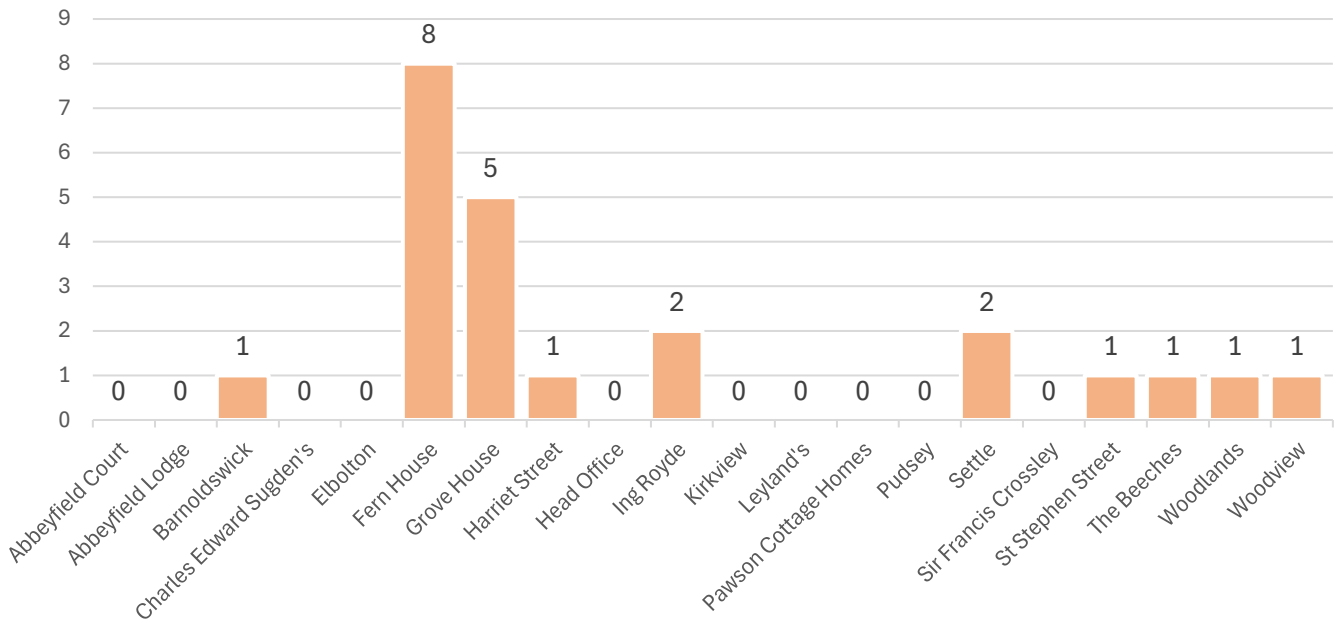
However, sometimes the service we provide may fall short of that which is expected, and we want to know about that too, so lessons can be learned, we can put things right and improve our service.

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 April 2025 onwards. It is worth noting from April 2025 Abbeyfield The Dales no longer manage 5 services included in this report, due to the size of those services this may cause a decrease in volumes.

Annual site volumes



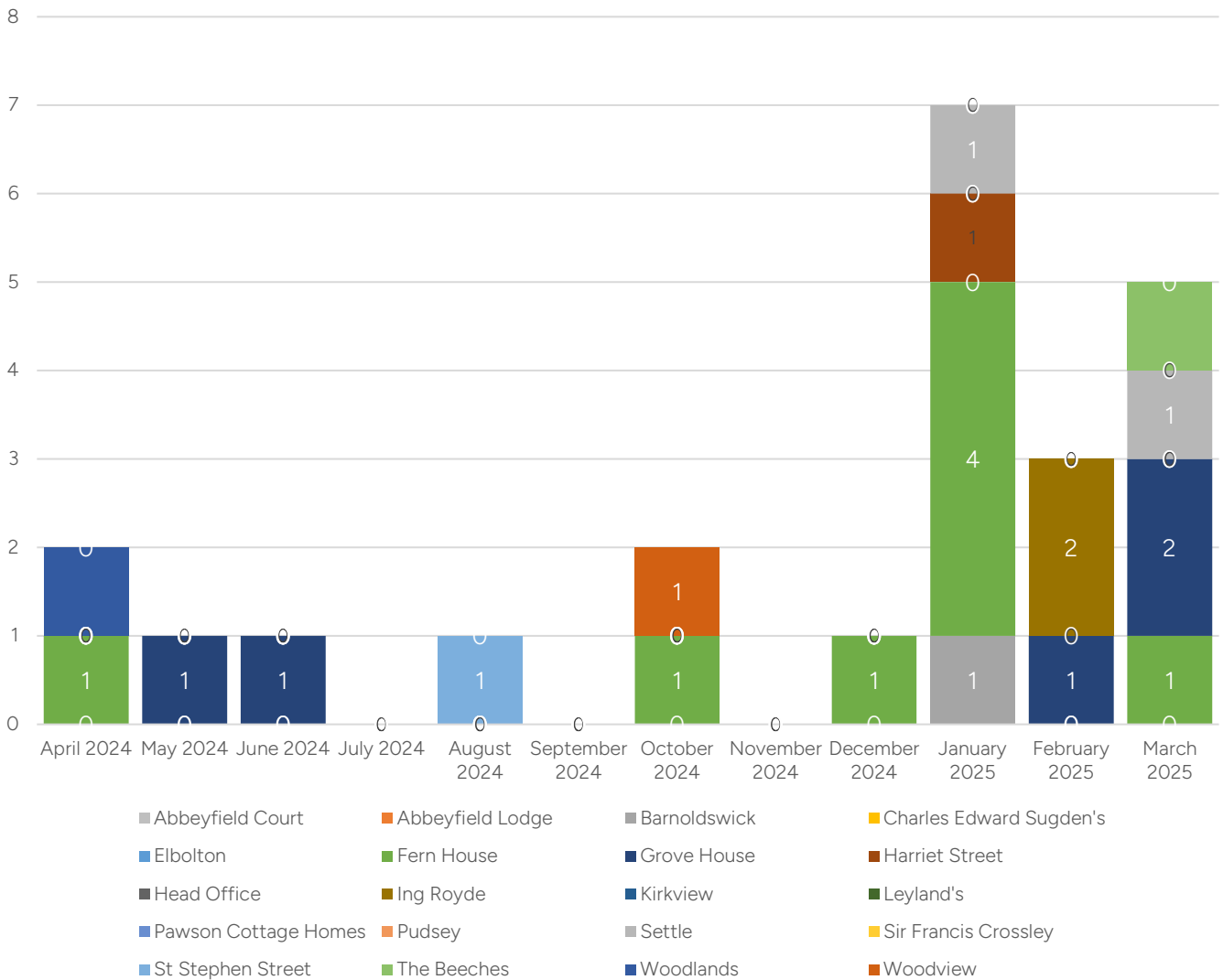
Throughout 2024-25 there was a total of 23 'recorded' complaints, 1 less than the 2023-2024 report. As explained in last years report a central recording system was not in place and we were not recording complaints correctly which we have now addressed by implementing a new recording system but acknowledge there is still work to do.

Annual total by category

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

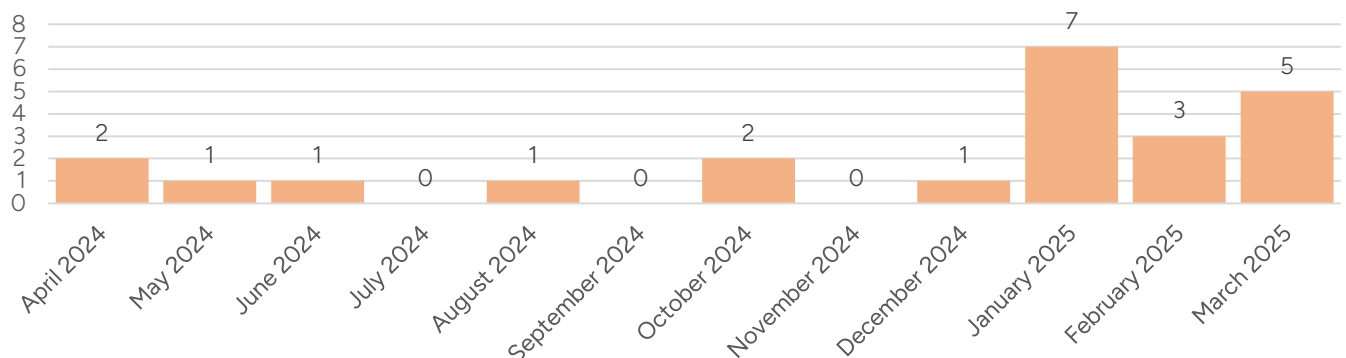


Monthly volumes by site



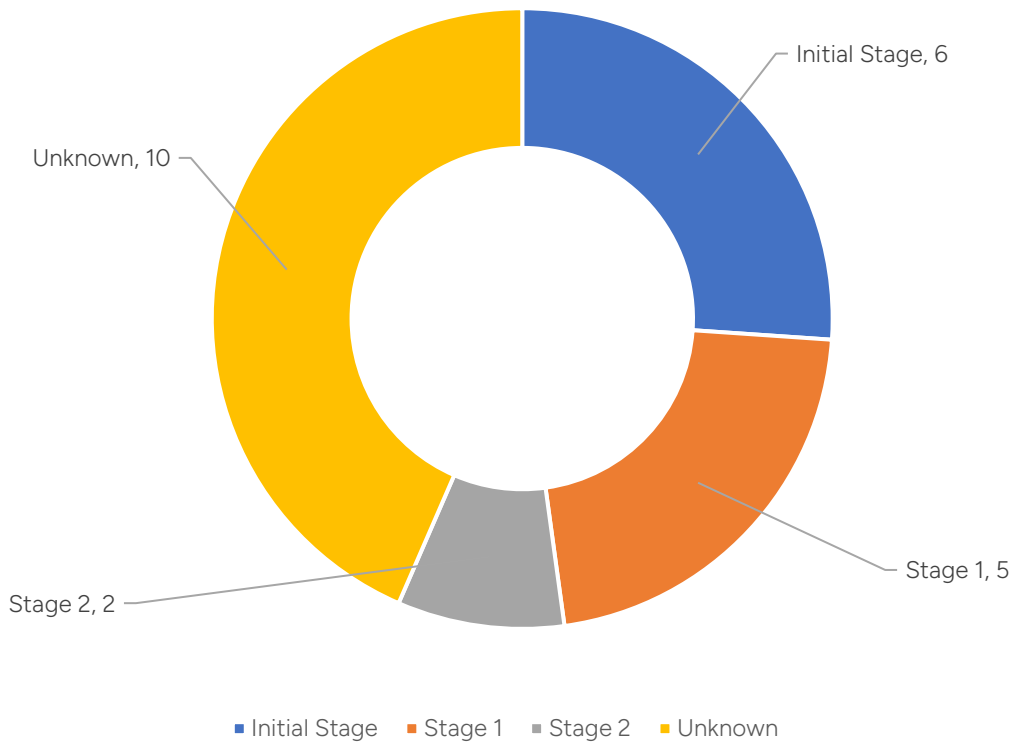
This chart shows a significant increase of recorded complaints from January 2025 onwards. This is due to implementation of the new guidelines including managers and staff training. There is now better recorded and reported of complaints however there is still work to do.

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

During the period of April 2024 - March 2025 we received no contact from the Ombudsman for information regarding any complaints. All complaints were resolved within timescales as described in our complaints policy. No orders or recommendations were received.

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' second annual complaints report and is still in development. As with 2023-24 information for the period of April 2024- March 25 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.*
- Specific Manager complaint handling training. *Complete.*
- 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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