



Abbeyfield The Dales Limited Board of Trustees

Statement of acceptance of the Annual Complaints Report 2025.

The Abbeyfield the Dales Board of Trustees have assigned the responsibility to oversee and provide guidance to the Senior Leadership Team on the detail of individual complaints where appropriate to the Quality Sub-Committee, chaired by Trustee John Connelly with Trustees Angela Hunt and Graham Rawling. The annual report was discussed in their meeting at the end of this financial year 26/03/2025, and presented by the Chair of the Committee in our following full Abbeyfield The Dales Board meeting 28/03/2025 in their standard Quality Committee Update agenda item.

The Chair of the Committee reported that a central recording system for complaints has now been implemented. However, the information available to us in this year's report is purely volumes at this point, much work is needed to evaluate themes, trends and service improvement outcomes of the annual report.

We, the Board, have received assurances from the Chief Executive Philip Birkinshaw that complaints are now monitored centrally by the Quality Manager and Business Support Officer to ensure we comply with our complaints policy, and have every confidence as we gather information throughout the coming year we will have enough detail to provide a fuller response and more detailed recommendations in future reports.

As Chair of the Board of Trustees I am also reassured we have recorded accurately as this report aligns to the Monthly KPI report produced by the Business Support Manager. This KPI report is received by all Trustees monthly and scrutinised in our meetings throughout the year as a standard agenda item.

I can confirm on behalf of me fellow Trustees that the Annual Complaints Report was received and approved.

A handwritten signature in black ink, appearing to read "Lesley Hill".

Andrea Lesley Hill (Chair of Abbeyfield The Dales Board of Trustees)