

Abbeyfield The Dales Limited Board of Trustees

Statement of acceptance of the Annual Complaints Report 2026.

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.

We, the Board, have received assurances from both the Quality Sub-Committee and the Chief Executive Philip Birkinshaw that complaints continue to be monitored centrally by the Quality Manager and Business Support Officer to ensure we comply with our complaints policy.

The new complaints recording system has improved our compliance with our policy and we now record information which provides a fuller report this year, however, as always much can be improved. We now need a structure that reviews our complaints for a better understanding of lessons learned.

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 is approved for Abbeyfield The Dales Limited including all subsidiaries:

Registered Providers:

- Charles Edward Sugden Almshouses (Provider no. A3990)
- Sir Francis Crossley Almshouses (Provider no. A0656)

Non-Registered Providers:

- Abbeyfield Court Limited
- Pawson Cottage Homes Almshouses

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

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