

Complaint Reporting 2025 - 2026

April - March



Abbeyfield The Dales Limited

Registered Charity No. 1160258 Company No. 9008680

General Observations

Since the introduction of our new complaints procedures, literature, website and staff training since the beginning of the reporting period, our annual complaint volumes have over-doubled since 2024-25 from a total of 23 'recorded' complaints to 73 in this report for all properties owned or managed by Abbeyfield The Dales.

Volumes for each site can be found on page 3. Both Grove House and Fern House have the highest number of complaints due to their volume of residents compared to all other sites. Of all complaints Fern House constitutes 39.7% and Grove House 35.6%.

Almost half of our complaints are resolved at the point of reporting or within 2 days (46.6%), following the introduction of a new online training course we feel our staff are now better equipped to deal with complaints, and if not deal with a complaint personally, understand the importance of referring to a colleague that can.

Please note all ATD figures of residents and complaints on page 4 include volumes from all subsidiaries (Volumes for these sites can be found on page 3) of which ATD are the Corporate Trustee including:

Registered providers

- Charles Edward Sugden Almshouses (Provider no. A3990), full details on page 6.
- Sir Francis Crossley Almshouses (Provider no. A0656), full details on page 7.

Non-Registered Providers

Abbeyfield Court Limited

Pawson Cottage Homes Almshouses

Annual Site Volumes

Total Residents

Complaints

Independent Living with Extra Care / Residential Care

Fern House	79	29
Grove House	58	26
The Beeches	28	2
Service Type Total	165	57

Supported Living

Harriet Street	10	1
St Stephen Street	11	0
Service Type Total	21	1

Independent Living

Abbeyfield Court	13	0
Abbeyfield Lodge	5	0
Elbolton	11	0
Kirkview	7	1
Pawson Cottage Homes	8	0
Pudsey	6	1
Woodview	5	3
Service Type Total	19	4

Managed Services

Charles Edward Sugdens*	7	2
Sir Francis Crossley*	11	8
Service Type Total	18	10

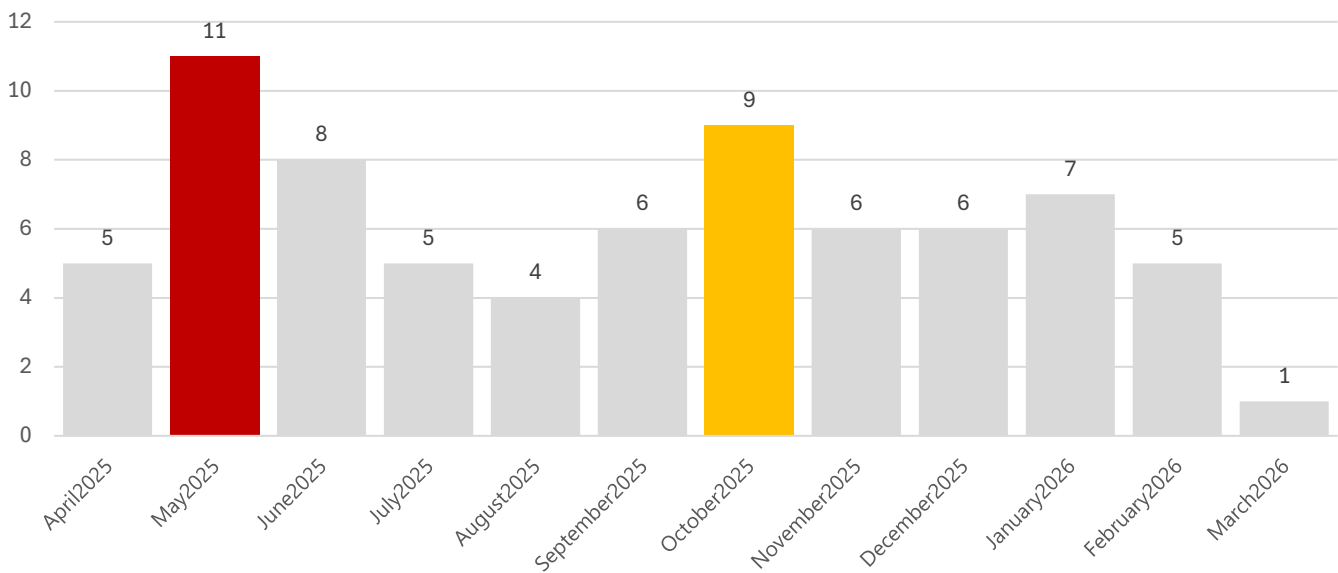
Total Residents

Complaints

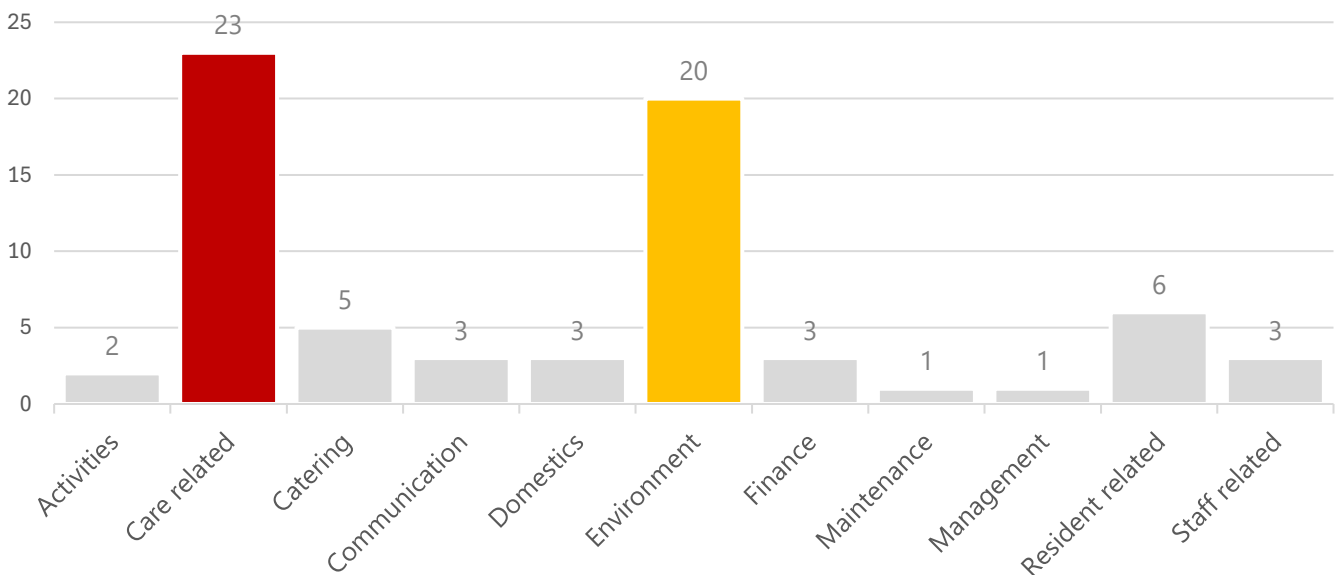
Abbeyfield The Dales Limited	268	73
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* Subsidiaries, ATD is the Corporate Trustee.

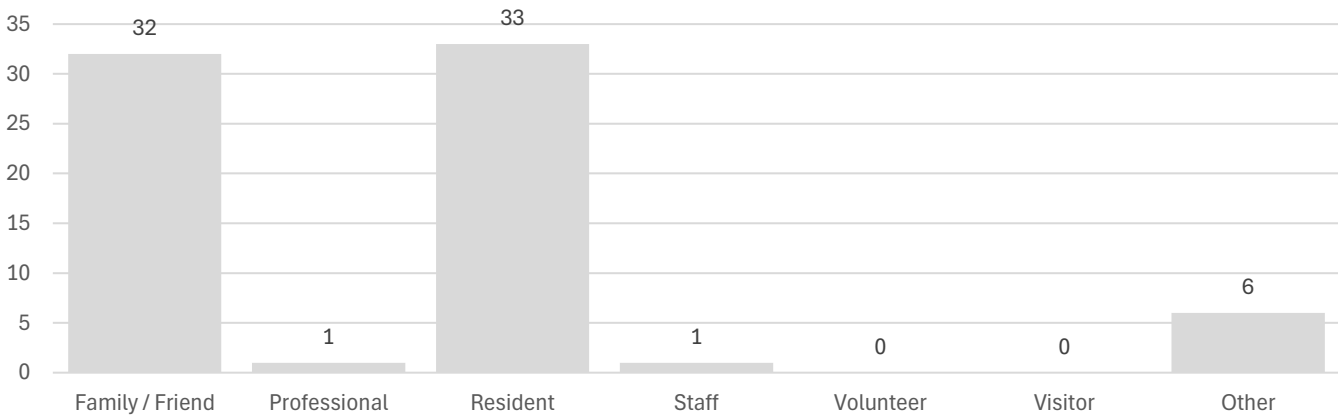
ATD Monthly Complaint Volumes



ATD Annual Volumes by Category

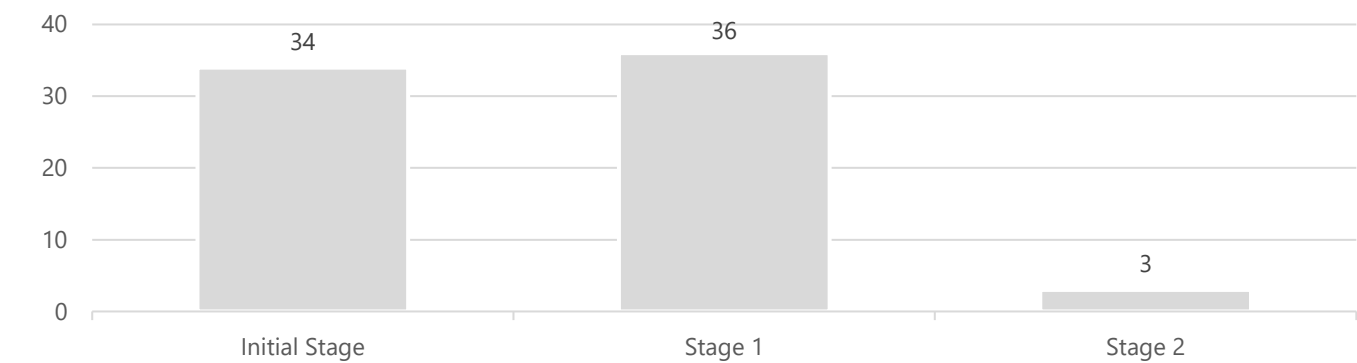


ATD Complaint Source Volumes



Compliance

Complaints resolved at initial stage



Complaints resolved at initial stage

Total	Resolved within timescale		Not resolved within timescale	
34	32	94%	2	6%

Complaints resolved at Stage 1

Total	Resolved within timescale		Not resolved within timescale	
36	29	81%	7	19%

Complaints resolved at Stage 2

Total	Resolved within timescale		Not resolved within timescale	
3	3	100%	0	0%

Totals

Total	Resolved within timescale		Not resolved within timescale	
73	64	88%	9	12%

We recognise all complaints should be resolved within timescales, however delays were due to various reasons.

A receptionist finished work Wednesday evening (last shift of the week) and had left the property when they received a complaint which they reported Monday morning.

There were several occasions where we were waiting for responses to arrange meetings with relatives.

Others included waiting for contractors to complete works.

Several of these we had not formally requested an extension to the complaint which affected our compliance, however complainants we aware.

Satisfaction Results

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

Complaint Total	Surveys Sent	% Sent	Surveys Rcvd	Response Rate
73	6	8%	1	17%

Overall satisfaction rate:	100%
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Q1	How satisfied are you with our information about making a complaint?	100%
Q2	How satisfied are you with the handling of your complaint?	100%
Q3	How satisfied are you with the outcome of your complaint?	100%
Q4	How satisfied are you that all areas of your complaint were addressed?	100%
Q5	How satisfied are you that you were kept fully informed throughout the process?	100%
Q6	How satisfied are you that the staff who dealt with your complaint were helpful and polite?	100%
Q7	How satisfied are you that the complaints process is easy to access and understand?	100%

During the reporting period only 6 surveys were sent to complainants, of these only 1 response was received. The feedback we received was positive with most responses as 'Satisfied', and 'Very Satisfied' for Q6 satisfaction with the staff dealing with the complaint.

Increasing the volume of surveys we send is an action for this year, along with increased methods for providing feedback rather than rely on emailing forms, potential methods could include telephone or online surveys.

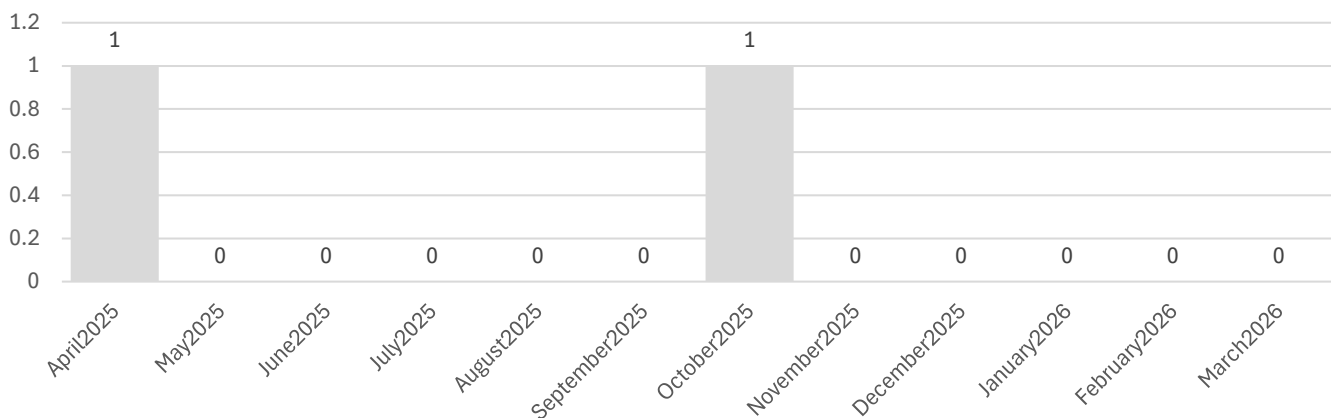
In addition we completed our annual resident satisfaction survey in October 2025. There are 2 questions regarding complaints, see them below with satisfaction rates:

I know how to make a complaint, 93% satisfaction rate.

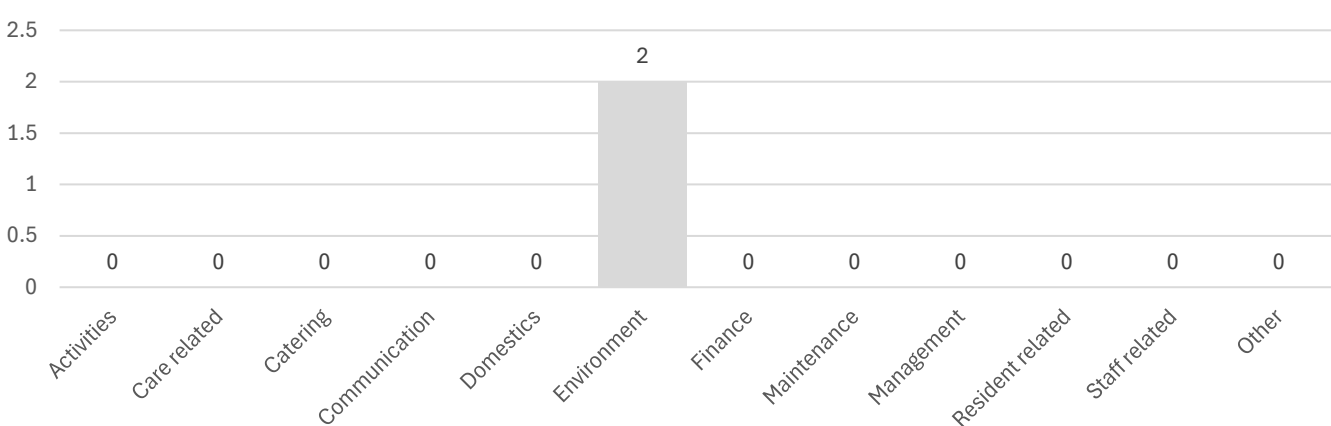
I am confident someone will listen if I have a complaint, 92.3% satisfaction rate.

Charles Edward Sudgen Almshouses

Monthly Complaint Volumes



Complaint Volumes by Category



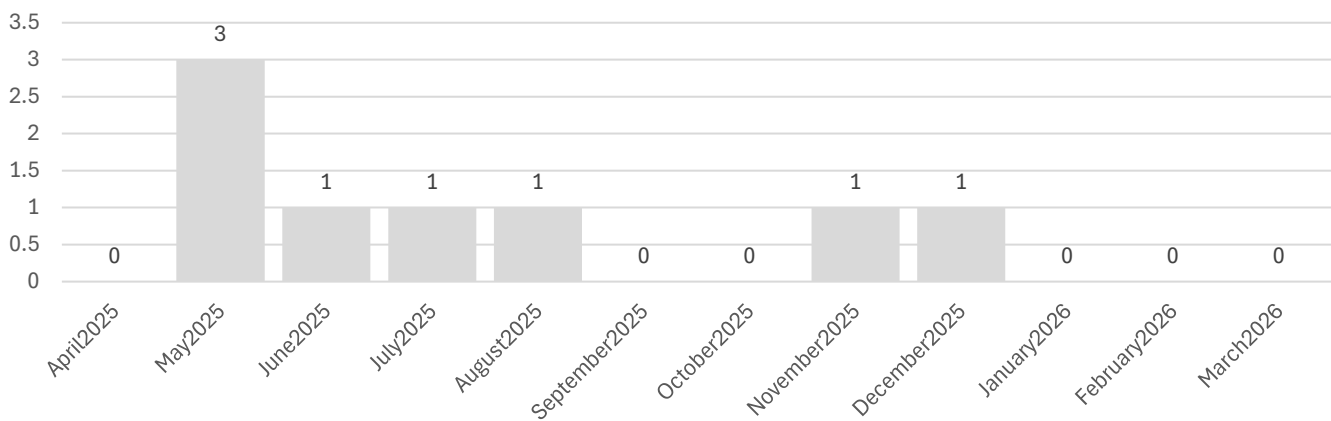
2 complaints were received from residents at this property.

The first regarding a resident in the local area using walking through the grounds and not cleaning up after their dog, contact was made and we have receive notice this continues to be an issue.

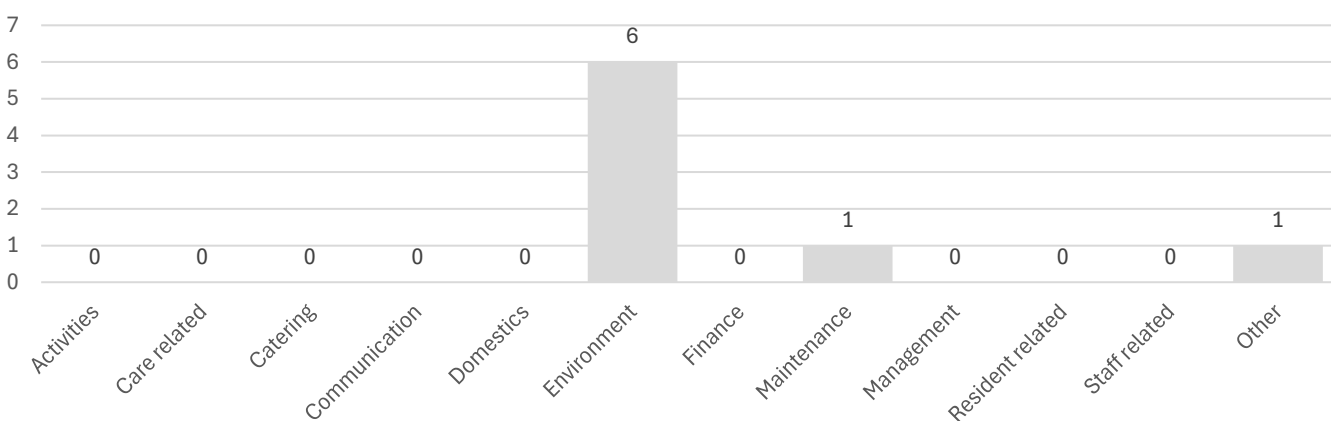
The location of the outside bins was changed as they posed a fire risk in their previous location, the concerns was the wind would knock them over so we arranged for a new bins and a bin store to prevent this happening. This was not resolved within timescales as we were awaiting delivery of bins from the council.

Sir Francis Crossley Almshouses

Monthly Complaint Volumes



Complaint Volumes by Category



8 complaints were received at this property in total, all resolved within timescales.

A neighbour in the local area not from this property, as well as a resident at the property, complained about the smell of cannabis. There were complaints from residents of noise disturbance and anti-social behaviour. All are isolated incidents and our Operations Manager therefore agreed to meet with residents to resolve issues as they arise.

There is a complaint regarding ventilation, the building is Grade 2 listed and there is a programme of works to replace the windows and install ventilation extractor fans in kitchen and bathrooms, planning permission was obtained and this resident was prioritised in the programme.

The final complaint regarding the colour of mortar used externally, as the property is Grade 2 listed correct materials are required.

Key Information

Ombudsman Escalations

During the period of April 2025 - March 2026 we received no contact from the Ombudsman for information regarding any complaints. However, we have received contact August 2026 regarding a several complaints from the same source from during this report period, solicitors have been instructed to deal on our behalf.

Action Plan

- Full review of our complaints policy in line with the Ombudsman Complaint Code. *Reviewed July 2026.*
- 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 with annual refreshers.*
- 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, findings and outcomes reported in ATD Board of Trustees meetings. *Ongoing bi-monthly.*
- Annual complaint audit by Business Support Manager. *TBA .*
- Annual Financial Statement introduced to support rent and service review meetings to include complaint reporting procedure. *Complete.*
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Lessons Learned

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.

The main areas of complaints are:

Care Related

The majority of our complaint are related to the care provided, mostly minor issues but all of which vary in severity.

We have identified throughout the reporting period that the recruitment and induction of new employees is crucial to employing the correct people, we have tried various means to target the correct people with open days and attending recruitment events, and ensuring our recruitment process is robust. In the coming months we are looking to improve our methods of reference checking which may include obtaining telephone references.

At one of our Residential Services residents complained of the lack of activities, we have therefore employed 2 activities employees, 1 during the week and another over the weekend. We have introduced various systems to help our staff including a medication delivery system, and Nobi Lighting which a falls detection system so we are able to investigate and implement improvements which directly benefit individual residents.

We also re-train all staff where care is the source of a complaint.

Environment Related

The other main complaint category is repairs and maintenance. Most of the complaints received are due to wear and tear or, poor repair quality, and reported as and when they occur.

Our Health & Safety Manager performs quarterly inspections of all properties and reports to the Maintenance Teams where appropriate, the Maintenance Team have been recently tasked with a more preventative approach rather than reactionary.

There were issues with parking at one site which prevented emergency services access, the car park has been repainted with defined spaces and yellow box areas which prohibit parking in these areas.

Other lessons learning for dealing with complaints:

Formally request extensions where delays are known.

Seek more feedback following complaint resolution.



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

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Registered Charity No. 1160258 Company No. 9008680